

About the Performance Indicator Annex

The *SA8000 Performance Indicator Annex* lists performance expectations that organisations claiming conformance with the normative requirements of SA8000 must meet, as a minimum. Each performance indicator constitutes a secondary reference, providing a quantitative or qualitative measure of performance directly related to one, or more, of the requirements of the SA8000 Standard itself. The requirement of the SA8000 Standard is listed in parenthesis at the end of each indicator.

THE PRIMARY PURPOSES FOR ESTABLISHING THE SA8000 PERFORMANCE INDICATOR ANNEX ARE:

1. To improve transparency of interpretive expectations amongst users of the SA8000 standard and other interested parties;
2. To improve consistency of interpretive expectations and, thereby, enhance interested parties' understanding and appreciation of the value of SA8000 conformance; and
3. To establish a clear "SA8000 benchmark" against which other social performance criteria (utilized by purchasing companies and other standard-setting organisations) may be cross-referenced.

THE CURRENT LISTING OF PERFORMANCE INDICATORS IS DERIVED FROM:

1. A review of the commonly understood performance interpretations that have been applied to the implementation and evaluation of the SA8000 requirements since the standard's inception in 1997;
2. Performance indicators gathered from specialized research conducted by SAI; and
3. A comparative review of contemporary performance indicators commonly used by other organisations.

Using the Annex

The *SA8000 Performance Indicator Annex* describes the minimum social accountability performance expectations for SA8000 certified organisations. Any party can use these indicators to evaluate the extent to which an organisation's activities/controls and social performance conform to each of the SA8000 Standard requirements.

However, the Annex is not a standalone or normative document; it requires simultaneous reference to the related requirement(s) of the SA8000 Standard. Depending on the nature and situation of each individual organisation, there may be credible and justifiable reasons for certain indicators to be considered insignificant or non-applicable. As noted in the "Disclaimer" below, there may also be viable performance interpretations that are not currently listed in the Annex.

ORGANISATIONS IMPLEMENTING SA8000 SYSTEMS

Management of an organisation claiming conformance with – or aiming to establish conformance with – SA8000 requirements shall demonstrate knowledge and understanding of the Annex. Such organizations should use the Annex as a measurement tool during regular monitoring and review activities in order to

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determine the extent of the organization's current conformance with the SA8000 Standard – overall, or clause-by-clause. As a result of these self-monitoring activities, the organisation's management may recognize the need for additional activities/controls to meet the SA8000 expectations and/or identify SA8000 non-conformances. Any non-conformances identified will require corrective or preventive action (see SA8000 criterion 9.8).

See also "Shortcomings Identified against Performance Indicators" below.

CERTIFICATION AUDITORS EVALUATING SA8000 SYSTEMS

The certification system *shall* include a process to review conformance with the indicators included in the Annex. Auditors *shall* demonstrate knowledge and understanding of the purpose of the Annex and its performance indicators. Auditors *shall* use that knowledge to create and execute an audit plan in order to:

- a) Ensure that reviews of appropriate SA8000-related performance expectations are incorporated into the audit (*Note: Evaluation of every performance indicator during every audit is not mandatory*); and
- b) Determine conformance/non-conformance with respect to SA8000 requirements.

See also "Shortcomings Identified against Performance Indicators" (below).

SA8000 ACCREDITATION AUDITORS

SA8000 Accreditation Auditors *shall* use the Annex during witness audits to ascertain whether the auditing procedures of the certification body are adequate to promote and maintain the intent of the performance indicators. SA8000 Accreditation auditors shall also use the Annex to assess the SA8000 Certification Auditors' approach to conducting an SA8000 audit. The focus of the accreditation audit is to assure that the Certification Auditors correctly interpret, support and uphold the integrity of SA8000 and the Annex and to drive continual improvement of the Certification Body as well as their client(s).

SHORTCOMINGS IDENTIFIED AGAINST PERFORMANCE INDICATORS

With the exception of adequately justified circumstances, an organisation's failure to demonstrate conformance with any applicable performance indicator *shall* be considered a non-conformance against a specific related requirement of SA8000 (not only against a performance indicator(s) in the Annex).

For Example: The Health and Safety section of the Annex includes the following performance indicator: "Exits are: unlocked during working hours, or are of the push-bar type and unlocked from the inside." Thus, if an auditor finds a locked exit door during working hours, that finding would be cited against SA8000: 2014 Health and Safety Criteria 3.1, which requires the organisation to "provide a safe and healthy workplace environment" and "take effective steps to prevent potential health and safety incidents." The auditor may also refer to the specific expectation/clause of the Annex, but this *shall* always be secondary to direct reference to the related SA8000 requirement/clause.

Disclaimer

The Annex is not an exhaustive list of performance indicators and does not change the Standard's requirements; rather, the Annex details specific performance indicators that demonstrable correct implementation of the SA8000 criteria. It may be updated more frequently than the Standard as SAI and other organizations research and develop new indicators. Therefore, the length and scope of the sections will likely change over time. Currently, the Health and Safety section is the most comprehensive because indicators in this area are the most advanced to date.

The indicators in this Annex may be fully or partially required by local or national law. As is the case with SA8000, if the Standard addresses the same issue as local or national laws, standards or other requirements related to the organisation, the provision that is most favourable to workers applies.

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1. CHILD LABOUR

1. No children present in production work areas (1.1).
2. No fake or forged identification documents accepted during the recruitment process (1.1).
3. Verifiable proof of age documentation is maintained for every worker (1.1).

2. FORCED OR COMPULSORY LABOUR

1. All overtime hours are voluntary; coercion, threats, or penalties are not used to pressure personnel into overtime work (2.4).
2. No unreasonable restraints on personnel's freedom of movement, including movement in the canteen, during breaks, and related to toilet use, access to water, access to necessary medical attention or access to religious facilities (2.1).
3. Security measures implemented by the organisation do not intimidate or unduly restrict the movement of workers (2.1).
4. Terms of employment outlined at the time of recruitment do not differ in any way from the terms offered during the course employment (2.1).
5. Personnel are free from pressure, coercion, or threats that would in any way force them to accept a job or maintain employment (2.1).

3. HEALTH AND SAFETY

DOCUMENTS/LICENSES/PERMITS/CERTIFICATES

1. Licenses, permits and/or certificates are maintained as required by law and renewed in order to retain their validity. These documents are issued by a valid and recognized legal entity and issued to the organisation possessing them, with the appropriate location, scope and validity date (3.1).
These documents include, for example:
 - a. Business and operating permits; fire safety and electrical certificates; permits for equipment such as boilers, generators, elevators, fuel and chemical storage tanks; and building, emissions and waste-disposal permits.
2. A record of the maximum number of people allowed to be in the building at one time (maximum occupancy) is available. In multi-story buildings, the maximum occupancy number for each floor is publically posted on the appropriate floor (3.1).
3. A list of the individuals on site can be produced in real time so that an accurate head count can be performed (3.1).

HEALTH AND SAFETY COMMITTEE

1. A documented procedure for the Health and Safety Committee's periodic occupational health and safety risk assessments is available. The risk assessment covers current and potential health and safety hazards, including ergonomic risks and geographic risks and threats, such as hurricane, seismic activity, flood and landslide (3.5).
2. The Committee is trained on incident investigation and health and safety inspection and hazard recognition (3.5).
3. The Committee is involved in all incident investigations (3.5).

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ERGONOMICS

1. Adequate and accurate records of measures implemented to address the ergonomics risks identified by the health and safety committee's health and safety risk assessment are maintained (3.5).
2. Workstations are designed or modified in line with the results of the health and safety risk assessment to minimize bodily strain (3.1).

TRAINING

1. Personnel are trained on emergency evacuation. Fire drills take place at least once per year for all shifts. All personnel, including new personnel, know the drill procedure and consider it routine (3.6).
2. Personnel are trained on recognition of hazards and emergencies and appropriate action (3.6).
3. Personnel are trained on the proper operation and storage of personal protective equipment (PPE), tools, machinery and equipment (3.6).
4. Authorized personnel are trained on tools, systems, jobs and work areas that require specific training and skills. Unauthorized personnel are trained to avoid using or visiting those tools, systems and work areas (3.6).
5. Chemical handlers are trained on the safe use and handling of chemicals, as well as any relevant medical treatment if needed (3.6).
6. All new personnel are trained, as noted in the indicators above, as part of their orientation training and within one month of joining the organisation (3.6).

EMERGENCY PREPAREDNESS

1. A documented emergency preparedness and response plan that outlines the actions that all personnel should take in case of fire and/or other emergencies (manmade and/or natural disasters) is available. The plan clearly defines the persons responsible for preventing, reducing the impact of, and addressing any such emergency event (3.7).
2. Automated fire safety systems (fire detection, smoke detection, alarm, fixed or mobile extinguisher systems) exist and are subject to routine checking and maintenance (3.7).
3. Evacuation plans are posted at regular intervals by the organisation in the workplace and in residences and property provided by the organisation, in the language(s) of the workers, with a clear "You are here" mark (3.7).
4. Signs that indicate the identity of the first aid providers, fire wardens, emergency response team and the manager in charge of health and safety are posted conspicuously in the workplace (3.7).
5. Exit doors are unlocked during working hours or are push-bar doors that can be unlocked from the inside, and are clear and unblocked. Exit doors open in the direction of travel, can be readily opened from inside the workplace by any worker without the use of keys or tools, and open wide enough to safely evacuate personnel in the case of an emergency (3.1).
6. There are enough exits to safely serve the number of workers and the height and type of building or structure. Window fire exits are not acceptable as viable fire exits (3.1).
 - a. There are at least two emergency exits per floor.
 - b. The maximum travel distance to an emergency exit is 200 feet or 60 meters for industrial buildings with no sprinkler systems.

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7. All doors to exit hallways and staircases open in the direction of travel and can be readily opened from inside by any worker without the use of keys or tools. Evacuation routes are clear and unblocked (3.1).
8. Doors that lead to the exterior of the building that are not designated as exits are labelled as such (e.g. "Not-An-Exit" sign in the local language(s) and the language of the workers) (3.1).
9. There is one or more designated and marked assembly points outside the workplace. The assembly points are in an area that is a safe distance away from the reach of a possible fire. The area is large enough to accommodate the full number of employees and other personnel who may reasonably be on site at any given time (3.1).
10. Emergency exit signs are visible from 30m, use letters at least 18cm high and are illuminated in bright colours or have a photo-luminescent front panel (3.1).
11. Exit routes have emergency lighting and are marked with signs, with at least one easily seen from any area within the workplace. Battery-operated exit signs are checked regularly and batteries replaced after the manufacturers designated time period (3.1).
12. Personnel are guided to exits or away from hazardous areas with floor markings, tape or other indications (3.1).
13. Emergency battery lighting is provided for all stairways and where needed on exit routes (3.1).

FIRE EXTINGUISHERS

1. Fully operational fire fighting equipment is maintained, regularly tested, unobstructed, clearly marked and accessible (3.1).
2. Personnel demonstrate knowledge and understanding of the basic practical use of fire extinguishers (3.6).
3. If fire hydrants are present, then the hoses, standpipes and all water sources, including fire pumps, are inspected and flushed at least twice per year (e.g. during fire drills) (3.1).

ALARM SYSTEM

1. An alarm system exists and is audible throughout the entire organisation on every floor, including production areas, warehouses, dormitories, canteens or crèches, and any other employer-provided worker service facilities. The alarm has a distinct sound that is different from any other noise notification systems (3.1).
2. An alternative system is available when the alarm system is undergoing maintenance (3.1).

PERSONAL PROTECTIVE EQUIPMENT (PPE)

1. Personnel are provided with and use PPE as mandated by the organisation's occupational health and safety risk assessment (3.3).
2. All personnel demonstrate their knowledge and understanding of:
 - a. Which PPE is necessary for each task, operation or process;
 - b. When the PPE is necessary;
 - c. How to use and adjust the equipment;
 - d. Limitations of the equipment; and
 - e. Proper care and maintenance of the equipment (3.6).

GENERAL WORKING ENVIRONMENT

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1. Workplaces, including walkways and aisles, yard and storage areas, lifts and stairways, are kept clean and maintained in good condition (3.1).
2. All primary aisles are a minimum of 1.12 meters wide or wider as stated by local law, are marked, & kept unobstructed at all times (3.1).
3. Stairway railings of no less than 1 metre high are installed on exposed stairs where a person could potentially fall off the side of the stairway (3.1).
4. A documented procedure to prevent the ignition of fires from sources of heat, open flames, electrical sparking, hot surfaces, welding, smoking, heat or sparks is available. The procedure includes a mandate for adequate housekeeping to ensure that uncontrolled combustible material is removed, as well as decontamination measures. It mandates that hazardous material is stored and handled in a safe way and includes the following measures (3.7):
 - a. Workplaces are clean, free from dirt and dust, and are not exposed to potential ignition sources, such as cigarettes.
 - b. Flammable and hazardous materials are properly stocked and kept away from ignition sources.
 - c. Gas sensors are placed around gas-using and processing equipment.

WATER, AIR, NOISE AND TEMPERATURE

1. Work areas have adequate lighting, ventilation and temperature controls (3.1).
2. All water, inside or outside of the facility, drains properly so it does not to create a slipping hazard or a breeding ground for insects (3.1).
3. Safe and clean drinking water is free and available at all times and within a reasonable distance of all workstations. There is an adequate amount of potable water stations relative to the number of personnel. The means to drink water (i.e. cups) is safe, sanitary and available in an appropriate amount (3.8).
4. Employees are not subjected to noise levels greater than 85 decibels for more than 8 hours per day without the use of hearing protection (3.1).
5. In high noise level areas, hearing protection is provided. In addition, clear signage requiring the use of such protection is posted and worker usage is enforced in an appropriate manner (3.3).
6. Calibrated sound meters are used to take periodic measurements of noise levels in the organisation and record the sound levels in the various work areas (3.1).
7. Legal requirements are met regarding worker hearing tests in order to determine whether workers have experienced any hearing loss (3.1).

ELECTRICAL SAFETY

1. Electrical systems and wiring are maintained in safe condition (3.1).
2. Electrical equipment is grounded when it is required by the distribution system that is used to prevent injury and/or fire in risky areas (3.1).
3. The doors of all electric panels, whether on distribution boards, switches, plugs and sockets or machinery, are kept closed at all times (3.1).

MACHINE GUARDS AND SAFETY

1. A documented risk assessment of machinery is available and updated when new machines are incorporated into processes. All machines have the necessary safety devices and guarding, as identified in the risk assessment, such as pulley guard, needle guard, eye guard and/or finger

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- guard. Cutting, stamping and punching machines are required to have two-handed button operation (3.7).
2. Personnel demonstrate their knowledge and understanding of how to operate machinery in a safe and effective manner (3.6).
 3. A documented maintenance plan that outlines industrial machine, equipment and wiring inspections is available. Adequate and accurate records are kept of machine, equipment and wiring inspections and repairs (3.7).
 4. Special permits and training are required to operate high-hazard equipment such as elevators, forklift trucks, boilers and welding equipment (3.6).

CHEMICAL AND HAZARDOUS WASTE HANDLING AND STORAGE

1. A documented master inventory/list of chemicals and their storage location(s) on the premises is available (3.1).
2. The material safety data sheet (MSDS) for any substance and chemical used in the organisation is easily accessible from where the chemical is stored or used. Chemical safety information and product labels are available in the local languages of the workers. Labels include information on hazardous ingredients, characteristics and properties and special precautions to follow when using, handling and storing the chemical (3.1).
3. A documented procedure for storing chemicals in order to avoid contact between incompatible chemicals and providing for secondary containment is available (3.7).
4. Chemical handling and storage areas have immediate access to an eyewash station and shower (3.1).
5. A documented procedure for proper labelling of chemicals is available (3.7).
6. A documented procedure for the proper handling and storage of hazardous waste is available (3.7).
7. Only authorized employees handle hazardous waste (3.6).
8. Hazardous waste storage containers are separated from ordinary waste, are clearly and properly marked, and are protected from the weather and any fire risks (3.1).
9. Hazardous waste storage containers are checked regularly for spills and secondary containment is provided to prevent direct exposure to the environment (3.1).

MEDICAL CARE

1. Pre-employment medical exams, when required by law, are provided free of charge to all personnel. These exams may not include pregnancy or virginity tests (3.1).
2. Annual occupational health checks for workers handling hazardous materials are conducted. These occupational health checks are conducted by a qualified medical professional at the organisation's expense (3.1).
3. Medical care is available on-site or the organisation is in close proximity to facilities where basic health and injury needs can be addressed. If there is no medical care provided on-site, the organisation has a system in place to address severe injuries when needed (3.1).
4. One properly stocked and readily accessible first aid kit is available for at least every 100 workers. The kit contains, at a minimum, basic supplies such as bandages, scissors, gloves and gauze (3.1).
5. The locations of first aid boxes are posted with a first aid sign, which also includes the names and photographs of trained first aid personnel for each shift and an emergency contact number (3.1).

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6. In cases where first aid supplies are locked for security reasons first aid trained staff can access the supplies within 2 minutes (3.1).
7. Adequate and accurate records of incidents and near misses. These records are reviewed during the management review meeting and Health and Safety Committee meetings. These records are kept for at least two years (3.7).

RESTROOM FACILITIES

1. An adequate number of restroom facilities are provided. The facilities meet local hygiene requirements and have functioning toilets and sinks with running water. There are a sufficient number of facilities relative to the number of employees and, where practicable, facilities are separated by sex (3.8).
2. Restroom facilities are cleaned and serviced regularly (3.8).
3. Toilet paper is free of charge. Cleansing agents or hand soap and hand towels or dryers and garbage pails are provided in all restroom facilities (3.8).

KITCHEN, CAFETERIA AND CANTEENS

If a kitchen, cafeteria and/or canteens are available on the premises:

1. Kitchen, cafeteria and canteens areas operate under sanitary, safe conditions and have anti-slip floor mats (3.8).
2. K-class fire extinguishers are provided in all kitchens (The K-class fire extinguisher works on fires caused by fats, greases and oils) (3.8).
3. Kitchen, Cafeteria and Canteens have sufficient seating to accommodate the majority of workers working at a given time. The seating is also sufficient if there is enough space for workers to eat in shifts (3.8).
4. Kitchen, Cafeteria and Canteen staff ensure that any spoiled or questionable food is not served and is properly disposed. Staff ensures that utensils, dishes and cookware are properly sanitized after each use (3.8).
5. Kitchen, Cafeteria and Canteen staff have a health check at least annually and/or obtain a health certificate if required by local law (3.8).
6. All workers that handle food wear an apron, gloves and hair net and wash their hands after using restroom facilities (3.8).
7. 100% of Kitchen, Cafeteria and Canteen personnel have received training in hygienic food preparation and nutrition (3.6).
8. The kitchen has a pest and vermin program that effectively ensures that there are no pests and vermin present (3.8).

DORMITORIES

1. Dormitories are located in a building separate from the production areas and warehouses and are well maintained (3.9).
2. Dormitories are secure, clean and have adequate safety provisions, such as: potable water, fire extinguishers, first aid kits, unobstructed and clearly marked emergency exits with doors that cannot be locked against egress, fire alarms in working order and emergency lighting. Emergency evacuation drills are conducted at least once per year (3.9).

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3. Each dormitory floor has at least 2 accessible, unlocked, and clearly marked exits leading to the outside (3.9).
4. The minimum amount of square footage allocated per resident is 3.7 meters per worker, or as is provided by law (3.9).
5. Each resident has his or her own bed or mat, an area for personal items, and the ability to secure belongings (3.9).
6. Toilets and showers provide adequate privacy and each has its own cubicle (3.9).
7. Water usage for showering and bathing should not be restricted and/or limited to unreasonable hours of operation. Hot water is provided (3.9).
8. Each dormitory has adequate lighting and ventilation to produce a comfortable living area (3.9).

CHILDCARE FACILITIES

1. Childcare facilities are located on the ground floor, away from the production and storage areas and children do not have access to production areas (3.1).

4. FREEDOM OF ASSOCIATION & RIGHT TO COLLECTIVE BARGAINING

1. The organisation does not propose or initiate worker elections (4.1).
2. Worker elections are independent and freely conducted by workers for workers; worker participation in this process is voluntary (4.1).
3. Workers indicate that worker organisations have had the opportunity to present the organisation to the workforce (4.3).
4. Trade union representatives are allowed regular and reasonably free access to workers during workers' free time (4.3).
5. Workers indicate that the organisation does not promote or show any bias towards any specific type of worker organisation or to workers from any specific organisation (4.1).
6. Workers are able to access their worker representatives at an agreed upon time and place. The place is adequate for their needs and is accessible both during scheduled breaks and outside of working time (4.3).
7. Worker organisations are permitted to post union/committee notices in conspicuous and agreed-upon places (4.1).
8. All provisions of collective agreements are honoured (4.1).
9. The organisation is open to dialogue with trade unions and demonstrates good faith in bargaining with trade unions (4.1).

5. DISCRIMINATION

1. Job postings and advertisements, handbooks, leaflets, flyers, training materials, memos, posters and other communication materials are not discriminatory (5.1).
2. Incidents of discrimination are documented, reviewed by the organisation and lead to a documented remediation plan. The remediation plan is implemented and results are part of the management review (5.1).
3. All personnel have the same opportunity to apply for and be considered for the same jobs (5.1).
4. All personnel are treated fairly regarding benefits, dormitory and canteen/cafeteria privileges (5.1).

6. DISCIPLINARY PRACTICES

1. Adequate and accurate records for all cases of disciplinary action are available (6.1).
2. Workers are informed when a disciplinary procedure has been initiated against them and have the right to participate and be heard in any disciplinary procedure against them (6.1).
3. Workers confirm by signature or thumbprint all documented records of disciplinary action against them. This confirmation acknowledges that the workers are aware of the action, though they may not necessarily agree with the rationale, and that the workers know that such records are maintained in the organisation's personnel files (6.1).

7. WORKING HOURS

1. Reasonable steps are taken to inform workers about the nature and expected duration of extraordinary business circumstances that may necessitate longer working hours with sufficient advance warning allow workers to accommodate this situation (7.4).
2. Time cards, an electronic bar card system, or attendance sheets are used to measure actual working hours and break times for all workers, regardless of whether they are paid by hour, piece rate, job, or other form. The measurement system includes in and out times at the start and end of each day (7.1).
3. If attendance sheets are used, they include workers' signatures or thumbprints to confirm (on at least a weekly basis) the accuracy and completeness of the attendance sheets (7.1).
4. Workers maintain their own time records; for example, they punch in and out themselves (7.1).
5. Adequate and accurate time records are maintained for at least one year (7.1).

8. REMUNERATION

LIVING WAGE ESTIMATE

The living wage estimate:

1. Uses both quantitative and qualitative methods (8.1).
 - a. The quantitative method involves the following steps at a minimum:
 - i. Assesses workers' expenses.
 - ii. Assesses the average family size in the area.
 - iii. Analyses the typical number of wage earners per family.
 - iv. Analyses government statistics on poverty levels (Poverty level analysis will indicate the cost of living above the poverty line).
 - b. The qualitative method involves the following at a minimum:
 - i. Consultation with workers to understand whether workers' wages are sufficient to cover the basic needs for themselves and their dependents, using the quantitative analysis as a point of reference.
2. Arrives at a figure that meets the basic needs of personnel and provides some discretionary income (8.1).

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1. The existing baseline is established. There is evidence that at least the legal minimum wage – or collective bargaining wage when applicable – is being paid (8.1).
2. The living wage estimate has been conducted, as described above (8.1).
3. The living wage estimate and a strategy to advance wages to meet or exceed it are in place. Progress is monitored and documented systematically with indicators and milestones (8.1).

WAGE PAYMENT

1. At least the legal minimum wage, industry standard wage or collective bargaining wage, whichever is highest, is paid (8.1).
2. All wages, including overtime compensation, are paid within legally defined time limits. If the law does not define time limits, compensation is paid at least once per month (8.3).
3. All workers are provided with a separate documented pay statement/stub, other than the payroll, for each pay period. The pay statement/stub shows earned wages, wage calculations, regular and overtime pay, bonuses, all deductions and the final total wage. Payment is accurate and accountable (8.3).
4. No one receives wages on behalf of a worker, unless the worker has, in full freedom, authorized in writing for another person to do so (8.3).
5. All legally required benefits are rendered. Waivers are unacceptable (8.3).

PAYROLL DOCUMENTATION

1. All workers are included in payroll and social security records (8.3).
2. Payroll documents, journals and reports are available, complete, accurate, and up-to date (8.3).
3. Copies of payroll documentation pertaining to workers employed by a third party organisation, such as a labour agency, security or cleaning firm, or a canteen provider, are made available upon request (8.3).

9. MANAGEMENT SYSTEM

POLICIES, PROCEDURES AND RECORDS

1. All personnel demonstrate knowledge and understanding of the organisation's policy statement, which includes its commitment to comply with the SA8000 Standard (9.1.5).
2. SAAS/SAI contact details and the relevant CB contact details are conspicuously displayed on the organisation's policy statement (9.1.2).
3. Policies state all the requirements of SA8000 and procedures provide instructions on how personnel shall comply with the policies. All personnel demonstrate knowledge and understanding of these policies and procedures. Specifically, the following is expected (9.1.4):
 - a. A policy stating all requirements of the Child Labour element, and a policy governing the work eligibility of job applicants.
 - b. A policy stating all requirements of the Forced or Compulsory Labour element.
 - c. A policy stating all requirements of the Health and Safety element. This policy states how the organisation manages safety and health issues, and outlines the steps the organisation takes to ensure that health and safety hazards are identified and addressed.

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- d. A policy stating all requirements of the Freedom of Association and Right to Collective Bargaining element. This policy states personnel's rights and the country's laws regarding freedom of association and collective bargaining.
 - e. A policy stating all requirements of the Discrimination element.
 - f. A policy stating all requirements of the Disciplinary Practices element. This policy clearly states the organisation's progressive disciplinary measures.
 - g. A policy stating all requirements of the Working Hours element.
 - h. A policy stating all requirements of the Remuneration element. This policy clearly states:
 - 1) The system through which personnel can contest wage payments and receive clarifications in this respect in a timely manner;
 - 2) personnel's wages, including the calculation of wages, incentives systems, benefits and bonuses they are entitled to under applicable laws.
4. SA8000 worker representative(s) demonstrate knowledge and understanding of written or oral summaries given to them by management on conformance and implementation of the SA8000 Standard (9.1.6).
 5. Adequate and accurate records from management review demonstrating the organisation's performance relative to the goals and targets set for complying with the SA8000 Standard (9.1.7).
 6. The organisation shall make its policy statement publicly available. At a minimum, the organisation shall post its statement on its website (9.1.8).

SOCIAL PERFORMANCE TEAM (SPT)

1. Documented procedures governing the SPT that clearly define the role of its members, as well as the time commitments for their functions, are available (9.2.1).
2. SPT members demonstrate knowledge and understanding of their role regarding the organisation's full and sustained compliance with SA8000, with continual improvement (9.2.1).
3. SPT members demonstrate that they have clear authority from senior management to carry out their responsibilities (9.2.1).
4. SPT members demonstrate that they are properly trained and have sufficient resources to carry out their roles (9.2.1).
5. The organisation does not propose or initiate the election of the SA8000 worker representative(s) (9.2.2).
6. The SA8000 worker representative(s) election(s) is (or are) independent and freely conducted by workers for workers; worker participation in this process is voluntary (9.2.2).

IDENTIFICATION AND ASSESSMENT OF RISKS

1. The SPT has documented risk assessment procedures for assessing relevant risks for all elements of SA8000 (9.3.1).
2. The scope of the risk assessment includes internal business operations and processes, as well as suppliers/subcontractors, private employment agencies and sub-suppliers (9.3.1).
3. SPT members demonstrate knowledge and understanding of the risk assessment procedures (9.3.1).
4. Documented risk assessments that identify and prioritise the areas of actual or potential non-conformance to the Standard are available (9.3.1).

MONITORING

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1. The SPT maintains adequate and accurate records of its monitoring activities (9.4.1).
2. Internal audits on all elements of SA8000 are conducted at least annually (9.4.2).
3. Senior management demonstrates knowledge and understanding of the monitoring reports it receives from the SPT (9.4.2).
4. The SPT meets at least once every six months to review progress and identify potential actions to strengthen implementation of the Standard (9.4.3).

INTERNAL INVOLVEMENT AND COMMUNICATION

1. Personnel demonstrate knowledge and understanding of the requirements of SA8000 (9.5.1).
2. Personnel demonstrate knowledge and understanding of the SPT's role and are able to identify the SA8000 worker representative(s). [*Note: this is not applicable to organisations that do not have SA8000 worker representative(s)*] (9.5.1).

COMPLAINT MANAGEMENT AND RESOLUTION

1. An effectively communicated and documented complaints procedure is readily available to workers in appropriate language(s). The procedure permits workers to settle complaints directly with their immediate supervisor, or if they choose, with someone other than their immediate supervisor. The procedure describes the steps that supervisors and managers take to protect personnel who file complaints (9.6.1).
2. Personnel demonstrate knowledge and understanding of the organisation's documented complaints procedure (9.6.1). Specifically, personnel understand that the procedure is:
 - a. Available to all personnel;
 - b. Intended to collect comments, recommendations, reports or complaints concerning the workplace and/or non-conformances to the SA8000 Standard;
 - c. Confidential;
 - d. Unbiased; and
 - e. Non-retaliatory.
3. There is a specific person (or multiple persons) who is responsible for investigating, following up on and communicating the outcome of complaints received. This person demonstrates knowledge and understanding of the documented complaints procedure (9.6.2).
4. Personnel demonstrate that complaints are acted upon by the organisation. Personnel receive communication on the outcome of complaints received (9.6.2).
5. The steps the organisation takes when receiving complaints from interested external parties are addressed by the complaints procedure or another procedure (9.6.2).

EXTERNAL VERIFICATION AND STAKEHOLDER ENGAGEMENT

1. Relevant stakeholders in the community have been identified and are involved in the SA8000 compliance process in at least one of the following ways (9.7.2):
 - a. Consultation during internal or external audits;
 - b. Meetings to discuss SA8000 compliance issues;
 - c. Co-training of workers and/or managers on SA8000 compliance issues;
 - d. Reporting on complaints and resolutions regarding SA8000 compliance issues;
 - e. Cooperation in surveying workers on SA8000 compliance issues;

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- f. Reviewing organisational progress and program review related to SA8000 compliance through a structured role.
2. Adequate and accurate records are maintained of communication with stakeholders and their involvement in the areas listed above (9.7.2).

CORRECTIVE AND PREVENTIVE ACTIONS

1. A documented procedure for prompt implementation of corrective and preventive actions is available. The procedure names the SPT as the party responsible for monitoring the implementation of these actions (9.8.1).
2. The SPT demonstrates that the organisation provides adequate resources for the implementation of corrective and preventive actions (9.8.1).
3. The SPT maintains up-to-date records, including timelines, on progress of corrective and preventive actions. Records include all non-conformances identified through internal or external audits. Records note the person assigned to implementing corrective and preventive actions, the action to be taken and the target date for completion (9.8.2).

TRAINING AND CAPACITY BUILDING

1. A training plan and training materials on the implementation of the SA8000 Standard is available and includes all personnel. The training plan and materials are updated at least annually in order to correspond to the results of risk assessments. The effectiveness of training is periodically measured through tests, surveys and/or interviews (9.9).

MANAGEMENT OF SUPPLIERS AND CONTRACTORS

1. A documented procedure for conducting due diligence on suppliers/subcontractors, private employment agencies and sub-suppliers' compliance with the SA8000 Standard is available (9.10.1).
2. Adequate and accurate records with the following information are maintained (9.10.1):
 - a. Method of communicating the requirements of SA8000 to senior leadership of suppliers/subcontractors, private employment agencies and sub-suppliers;
 - b. Significant risks of non-conformance by suppliers/subcontractors, private employment agencies and sub-suppliers;
 - c. Efforts made to ensure that significant risks identified are adequately addressed by suppliers/subcontractors, private employment agencies and sub-suppliers;
 - d. Monitoring activities of performance to ensure that suppliers/subcontractors, private employment agencies and sub-suppliers are adequately addressing identified significant risks; and
 - e. List of home workers who provide services to the organisation.
 - i. The list includes the home workers' location, type of service(s) provided, results of monitoring for SA8000 compliance, and the list and status of corrective and preventive actions in process.

If private employment agencies are used, the organisation ensures that:

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1. It maintains a list of the private employment agencies it works with. This list provides, at a minimum, the private employment agency's address and information about any sub-private employment agencies that they use (9.10.1).
2. The organisation has a contract with any and all private employment agencies used, which includes clearly defined performance indicators (9.10.1).
3. The organisation and the private employment agencies it works with establish and implement a documented policy that specifies, at a minimum, the following (9.10.1):
 - a. Private employment agencies operate under a valid business license/permit according to local law (including private employment agencies operating in the worker's home country);
 - b. No employment fees or costs are borne in whole or in part by workers;
 - c. Recruitment advertisements include the statement "NO EMPLOYMENT FEES OR COSTS" prominently displayed;
 - d. If the organisation discovers that workers have borne fees or costs in whole or in part, the organisation shall completely reimburse the workers;
 - e. Terms of employment outlined at the time of recruitment do not differ from what is provided at the organisation (including type of work stated);
 - f. Workers are informed prior to employment (including, if applicable, before they leave their home country/region) of the key employment terms and conditions either verbally or in writing via an employment letter/agreement/contract as required by law in their local language; and
 - g. Migrant workers are provided with contracts and treatment equal to those of their co-workers.