

Social Fingerprint Glossary 社会印记词汇

1. **All appropriate languages:** The primary language(s) used by personnel. This means the local language(s) in addition to the languages of migrant workers who do not speak the local language(s).

所有适宜的语种指 被员工所使用的主要语种, 即当地语种, 以及不能说当地语言的外来务工人员所使用的语种。

2. **Business partners:** Entities or individuals that are involved with the organisation's business operations, primarily through contractual relationships. This includes customers, suppliers, subcontractors, private employment agencies and sub-suppliers.

商业伙伴: 通过合同关系, 参与机构商业运营的个人或实体, 包括客户、供应商、承包商、私人雇佣机构或次级供应商。

3. **Business strategy and planning:** The process an organisation uses to envision its future and develop the appropriate strategies, goals, objectives and action plans.

商业战略和规划: 机构采纳的用于勾勒未来和制定适宜的战略、宗旨、目标和行动方案的流程。

4. **Communicational channel:** A method for different groups or individuals to share their thoughts and opinions with each other. A formal channel is structured and monitored through official procedures (e.g. a grievance mechanism or a message board). An informal channel does not have a set structure or procedure but is still an important part of communications within an organisation (e.g. a brief chat between workers or between workers and managers on the workshop floor, or an open door policy).

沟通渠道: 不同团体或个人各抒己见的工具。正式沟通渠道是有体系、受监督的通过官方程序组织的渠道(投诉机制或信息板)。非正式的渠道没有固定的结构或程序, 但仍是机构沟通的重要组成部分(如办工作坊时, 员工之间或员工与经理之间的短暂聊天, 或开放政策)。

5. **Continual Improvement:** The process of constantly striving to do better. This includes regular review and revision of policies and procedures, regular setting of objectives and targets, and taking actions or making changes to meet those objectives and targets.

不断改进: 精益求精的过程, 包括定期审核和修改政策和程序, 定期制定愿景和目标, 采取行动, 作调整来满足愿景和规划。

6. **Corrective action:** Action to eliminate the cause(s) and root cause(s) of a *detected* non-conformance. Note: Corrective action is taken to *prevent recurrence*. (SA8000)

修正行动: 治理违反 SA8000 的问题根源。例: 采取修正行动杜绝类似情况再次发生。(SA8000)

7. **Effective and Effectively:** Successfully bringing about the intended outcome. An effective action should produce demonstrable results. (SA8000 Guidance)

有效的和有效地: 成功实现预期目标。一个有效的行动应该能产生明显的成果。(SA8000)

8. **External labour auditors:** Auditors from outside organisations such as customers (second party auditors) or independent auditing bodies (third party auditors).

外部劳工审计员: 外部机构的审计员如客户、第三方审计员或独立的审计机构(第三方审计员)。

9. **Home worker:** A person who is contracted by the organisation or by its supplier, sub-supplier or subcontractor, but does not work on their premises. (SA8000)

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家政工：供应商、次级供应商或承包商雇佣的不在他们的工作场所上班的合同工。
(SA8000)

10. **Identification and assessment of risks**: A systematic process for identifying and evaluating events (i.e. possible risks) that could affect the achievement of objectives.

识别和评估风险：一套确定和评估可能阻碍目标实现的事件（可能存在的风险）的体系。

11. **Improvement plans**: The process an organisation uses to make changes in order to effect positive progress towards stated objectives.

优化方案：机构朝目标作出积极调整的流程

12. **Interested parties**: An individual or group concerned with or affected by the social performance and/or activities of the organisation. (SA8000)

利益相关方：关注机构的社会表现和（或）活动或受其影响的个人或团体。（SA8000）

13. **Management (Participating in the Social Performance Team)**: A manager(s) with decision-making authority and direct access to the top tier of company management. The management representative(s) who participates in the Social Performance Team is responsible for addressing workers' concerns, participating in the management review, and facilitating implementation and continual improvement in carrying out the elements of SA8000. The management representative(s) may be appointed by senior management and should have the decision-making and budgetary authority to ensure that corrective and preventive actions are effectively implemented. (SA8000 Guidance)

管理层（参与社会表现团队）：具有决策权以及能直接参与公司高层管理的人，参与社会表现团队的管理层代表负责解决员工诉求、参与管理考核以及促进 SA8000 的落实和不断优化。管理层代表可由高管指定，应执掌决策权和预算权确保修正和预防行为有效落实。（SA8000 指南）

14. **Management Review**: An examination of an organisation's social performance successes, challenges and status compared with its social performance objectives. The management review takes into account the organisation's policy statement, implementing procedures and performance results. Management Reviews should be conducted regularly at planned intervals, which may be monthly, quarterly or annually. It is recommended that they are scheduled and publicized well ahead of the meeting date. (SA8000 Guidance)

管理考核：按社会表现目标考核机构的社会表现是否成功、所遇到的挑战以及现状。管理考核以机构的政策宣言、程序的执行情况和目标的完成程度为依据。管理考核应按固定时间间隔有计划地定期举办，可按月、按季度或按年组织。建议提前规划和通知。（SA8000 指南）

15. **Monitoring**: The observation of workplace activities with the purpose of tracking and measuring social performance successes, challenges and status against social performance objectives. When planned results are not achieved, corrective and preventive actions shall be taken. (SA8000 Guidance)

监督：以社会表现的目标为依据跟踪和考察社会表现是否成功、所遭遇的挑战和现状来观察工作场所的活动的行为。当预定目标不能实现时，应采取修正和预防措施。（SA8000 指南）

16. **Non-conformance**: Non-compliance with a requirement. (SA8000)

违反 SA8000 的情况：不符合要求的情况（SA8000）。

17. **Objective**: A specific statement of a desired short-term condition or achievement; includes measurable end results to be accomplished by specific teams or individuals within a certain timeframe.

目标：针对旨在实现的短期条件或成就所作的特定陈述，包括在某固定时间段内由特定团队或个人所实现的可量化的结果。

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18. **Organisation:** The entirety of any business or non-business entity responsible for implementing the requirements of this Standard, including all personnel employed by the organisation. Note: For example, organisations include: companies, corporations, farms, plantations, cooperatives, NGOs and government institutions. (SA8000)
- 机构:** 负责执行标准的要求的企业或非企业实体, 包括机构所雇佣的全体员工。注: 比如, 机构包括公司、集团、农场、植物园、合作社、非政府组织和政府单位 (SA8000)。
19. **Personnel:** All individuals employed or contracted by an organisation, including but not limited to directors, executives, managers, supervisors, workers and contract workers such as security guards, canteen workers, dormitory workers and cleaning workers. (SA8000)
- 员工:** 机构所雇佣的正式工或合同工, 包括但不限于总监、总裁、经理、领导、正式工和如保安、食堂工人、宿舍工人和情节工等合同工。(SA8000)
20. **Policy:** An overarching plan for the organisation to achieve its goals.
- 政策:** 机构取得目标的整体规划。
21. **Proactive:** Evaluating the needs of a situation and taking action to control or influence the circumstances in order to eliminate the cause(s) and root cause(s) of a potential non-conformance.
- 积极的:** 评估某种情况的需求, 并且采取行动控制或影响情势来消除可能违反 SA8000 的情况的根源。
22. **Procedure:** The steps of a process to implement the organisation's policies on a day-to-day basis.
- 程序:** 机构日常运作中用于执行机构政策步骤。
23. **Preventive action:** Action to eliminate the cause(s) and root cause(s) of a *potential* non-conformance. Note: Preventive action is taken to *prevent occurrence*. (SA8000)
- 预防行动:** 治理潜在的违规情况的根源。注: 采取预防行动避免类似情况再次发生。(SA8000)
24. **Private employment agency:** Any entity, independent of the public authorities, which provides one or more of the following labour market services: (SA8000)
- 私人雇佣机构:** 提供下列一项或多项劳工市场服务、独立于政府单位的任何实体。
- Matching offers of and applications for employment, without the agency becoming a party to the employment relationship(s) which may occur;
为雇主和应聘者牵线搭桥, 但是不介入雇佣关系。
 - Employing workers with a view to making them available to a third party entity, which assigns their tasks and supervises the execution of these tasks.
雇佣员工派遣到第三方实体, 由第三方分配任务并且监督任务的完成情况。
25. **Records:** Documents, logs or other written proof that something was done.
- 记录:** 记录工作完成的文档、日志或其他书面资料。
26. **Retaliation:** Actions taken to discriminate against, punish or penalize personnel who submit a complaint against the organisation.
- 报复:** 采取行动歧视、惩罚投诉机构的员工。
27. **Risk assessment:** A process to identify the health, safety and labour policies and practices of an organisation and to prioritise associated risks. (SA8000)
- 风险评估:** 确定机构的健康安全劳工政策和实践以及划分相关主次风险的流程。(SA8000)

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28. **Root cause(s):** The underlying factor(s) that cause a non-conformance, which should be permanently eliminated through preventive actions.
根源: 导致违反 SA8000 标准的深层原因, 应通过预防行动予以解决。
29. **Routine or regular:** Something that is done consistently as part of normal operations.
定期: 正常运作中有组织、有系统地完成的事。
30. **SA8000 policy statement:** In addition to a general commitment to SA8000, the social accountability policy should include specific guidelines corresponding to each of the major requirements of SA8000.
SA8000 政策声明: 除了针对 SA8000 的笼统承诺外, 社会责任政策应包括与 SA8000 每项主要标准对应的特定指导方针。
31. **SA8000 worker representative(s):** One or more worker representative(s) freely elected by workers to facilitate communication with the management representative(s) and senior management on matters related to SA8000. In unionised facilities the worker representative(s) shall be from the recognised trade union(s), if they choose to serve. In cases where the union(s) does not appoint a representative or the organisation is not unionised, workers may freely elect the worker representative(s) for that purpose. (SA8000)
SA8000 员工代表: 员工自行选举出的一个或多个员工负责促进管理代表和高管就 SA8000 议题的沟通。在参加工会的地方, 决定竞选代表的员工应出自得到认可的工会。如果工会未能指定代表, 或者机构未参与工会, 员工可以自行选举代表。(SA8000)
32. **Senior Management:** People at the highest management level in the company, who report to the owners or the board of directors, and are accountable for the company's compliance with the requirements of this standard. (SA8000 Guidance)
高管: 公司管理的最高层, 向所有人或董事会汇报, 负责确保公司符合 SA8000 的标准。(SA8000)
33. **Significant Risks or High-Risk:** A serious possibility of non-compliance with the requirements of the Standard on the part of the organisation, suppliers/subcontractors, private employment agencies or sub-suppliers. A risk is deemed to be significant when both the likelihood of its manifestation and its potential impact on the organisation are high. Significant risks shall be prioritized over less significant risks. (SA8000 Guidance)
重大风险或高风险: 机构、供应商、承包商、私人雇佣机构或次级供应商极可能出现违反 SA8000 标准的情况。风险既指发生的概率高, 又指对机构的潜在影响大。大风险应优先于小风险得到解决。(SA8000 指南)
34. **Social performance:** An organisation's achievement of full and sustained compliance with SA8000 while continually improving. (SA8000)
社会表现: 机构通不断完善来完全持续满足 SA8000 标准的成绩。
35. **Stakeholder engagement:** The participation of interested parties, including but not limited to the organisation, trade unions, workers, worker organisations, suppliers, contractors, buyers, consumers, investors, NGOs, media and local and national government officials. (SA8000)
利益相关方参与: 利益相关方(包括但不限于机构本身、工会、员工、工人机构、供应商、承包商、买家、消费者、投资人、NGO、媒体以及地方和国家政府官员)的参与。

36. **Stakeholder identification:** The process of selecting and defining the stakeholders that are relevant to the organisation. Relevant stakeholders are the individuals, groups of individuals or organisations that impact and/or are or could be impacted by an organisation's activities, operations, products, services or performance. An organisation may have many stakeholders, each with distinct attributes and often with diverse and sometimes conflicting interests and concerns.

利益相关方识别: 选择和定义利益相关方对机构比较重要。利益相关方是指影响或被机构的活动、运营、产品、服务或表现影响的个人、团体或机构。一个机构可能有很多利益相关方，每个利益相关方都有其特点，有不同甚至相斥的利益或诉求。

37. **Stakeholder mapping:** The process of analyzing the information produced during stakeholder identification. This analysis includes assessing the actual and potential needs of the stakeholders, as well as their potential or actual impact on or from the organisation. This process enables the organisation to prioritize its engagement with certain groups or individuals.

利益相关方分析: 指在查找利益相关方时，对所搜集的信息进行分析整合的过程。此过程评估利益相关方当前和潜在的需求，以及机构对（或受）利益相关方的当前或潜在影响。此过程使得机构可以按主次与团体或个人合作。

38. **Sub-supplier:** Any entity or individual(s) in the supply chain that provides the supplier with goods and/or services integral to, utilised in or for the production of the supplier's or the organisation's goods or services. (SA8000)

次级供应商: 指供应链中为供应商提供货物和（或）服务，为供应商或机构的货物或服务的生产所用的个人或实体。（SA8000）

39. **Supplier/subcontractor:** Any entity or individual(s) in the supply chain that directly provides the organisation with goods or services integral to, utilised in or for the production of the organisation's goods or services. (SA8000)

供应商/承包商: 供应链中直接为机构提供货物或服务，为机构的货物或服务的生产所用的个人或实体。

40. **Supply Chain:** The network of organisations, individuals and services involved in making and moving a product or service from its most basic state or raw material to the customer.

供应链: 从事从原材料或产品初始状态到送到消费者手中的终端产品前的产品生产或运输的机构、个人和服务网络。

41. **Supply chain mapping** - An analysis of the structure, flow and members of the supply chain. This is more than just a list; it should be a visual representation that highlights the strategic links and risks within the supply chain.

供应链分析: 供应链的结构、流动和成员的分析，不只是一份清单，而是供应链中的战略链接和风险的视觉呈现。

42. **Training plan:** A plan that identifies the organisation's training needs in order to achieve agreed objectives. Training plans should be created to address short and long-term objectives.

培训方案: 通过确定机构培训需求来实现既定目标的方案。培训方案的制定应以实现长期目标为依据。

43. **Worker:** All non-management personnel. (SA8000)

员工: 非管理层的所有员工。（SA8000）

44. **Worker organisation:** An autonomous voluntary association of workers organised for the purpose of furthering and defending the rights and interests of workers. (SA8000)

员工机构: 为捍卫或争取员工权利的自愿、自发组织的工人联盟。（SA8000）