



WHAT SHE MAKES

GLOSSARY

Collective bargaining

Collective bargaining is a voluntary process through which workers (often supported by trade unions) negotiate their pay and other terms and conditions of their work with their employers. This process of bargaining aims to reach mutually acceptable collective agreements. Collective agreements help make sure workers are fairly treated by ensuring that all workers performing the same role for the same employer are entitled to the same minimum benefits.

Corporate Due Diligence

This is the process through which companies and brands identify, prevent, mitigate and account for negative impacts in their supply chain. These include both existing and potential harms. In the What She Makes context, this refers to brands detecting, preventing and addressing human rights violations such as non-payment of living wages, exploitative working conditions, and gender-based violence and harassment in their supply chains or factories.

Freedom of Association

This is the right of workers and employers to freely form or join organizations that promote and defend their interests at work, without interference from one another, their employer or their government. This applies to all workers and employers. The right to freedom of association is protected by article 20 of the Universal Declaration of Human Rights.

Gender Pay Gap

The gender pay gap is the difference to the amount individuals are paid based on their gender, despite carrying out work of equal value. Across all regions, women are paid less than men – and according to the United Nations this gender pay gap is approximately [20 percent globally](#). The gender pay gap is a form of gender-based discrimination and a violation of basic human rights. According to the UN, the gender pay gap can be attributed to poverty, inequality in accessing resources and opportunities, gender stereotypes and prejudices, structural discrimination, and historical gender inequality which has undervalued women and gender minorities.

Grievance and remediation mechanisms

Grievance mechanisms are processes that allow workers to safely and easily report ‘grievances’ – any human rights violations they might face such as wages and entitlements not being paid properly, health and safety issues, and any other labour rights violations. Remediation mechanisms then ensure that the causes of these violations are addressed so they cannot continue. A sound grievance mechanism should be accessible for workers, and include timely, independent, and thorough investigation of, and response to, a grievance or complaint. A good grievance and remediation mechanism will ensure confidentiality, transparency and a way for workers to appeal to higher authorities such as the brands themselves or the companies if their complaints at the lower levels such as at the factory-level are ignored. To be effective, these mechanisms should be customised according to the local country, factory, culture, workplace demographics, and labour laws.

Living Wage

Living wage is the calculated rate that is the lowest amount that needs to be paid to a full-time worker to ensure a basic and decent standard of living. Living wages must be earned in a standard working week (no more than 48 hours) and should be sufficient to afford nutritious food, water, energy, decent housing, education, healthcare, childcare, clothing, transportation, and other essential needs. It also includes savings for unexpected events.



Minimum Wage

The minimum wage is the minimum amount of remuneration that an employer is legally required to pay wage earners (workers) for the work performed during a given period, which cannot be reduced by a collective agreement or an individual contract. In many countries where our clothes are made the minimum wage is often less than half of the living wage.

Purchasing practices

This broadly refers to the way companies and brands engage with their suppliers. This covers areas such as how they negotiate prices, payment terms, forecasting, exit strategies if the companies or brands decide to end their engagement with suppliers, and lead times – this refers to how much time is given to produce or manufacture the product once the order is given. Unfair purchasing practices can result in workers being forced to work under exploitative conditions, deprived of living wages and other security systems, and under stress to produce a large number of items within a very short space.

Supply chain

A supply chain refers to the people, factories and processes that are involved in producing a particular product from start to finish. For example, this includes the factories in which the women who make our clothes work and produce the clothes that we buy in clothing stores.

In the garment industry, information about suppliers is sorted by “tiers” in the supply chain. Tier 1 suppliers are the factories that assemble the final product such as ready-made garments; Tier 2 suppliers are those that provide materials to Tier 1 factories, such as textile, threads, zips and buttons; and Tier 3 suppliers provide raw materials such as cotton to make into textile for Tier 2 factories to use.

Supply chain transparency

Supply chain transparency is where companies disclose information about their factories such as where the factories are located, how many people work in those factories, the gender breakdown of those who work in the factories, and whether the factories come under the direct supervision of the companies or whether they are managed by sub-contractors or agents. Supply chain transparency is very important for workers, because it allows unions and organisations like Oxfam to investigate factories and detect and address any human rights violations. This benefits brands too – by being transparent about where they make their products, they can be alerted to violations about which they otherwise wouldn’t find out.