

SEDEX SAQ GLOSSARY OF KEY TERMS

Business type

Goods provider

A company or person producing a physical item for customers, from raw material to finished good. (e.g. garment manufacturing, agriculture)

Service provider

A company or person providing a service to their customers. There is no physical commodity involved. (e.g. security, cleaning, logistics)

Agent

A company buying goods manufactured by others to supply a retailer or brand. Agents, also referred to as buying agents, do not manufacture or produce any part of the product themselves.

Labour provider

Also known as an employment agency, is a business that acts as an intermediary and employs workers to work at another company's site, on their behalf.

Peak and Low Season Definitions

Peak Season

This is referring to when volume of work and worker numbers are at their highest. In the Worker Information table, enter the highest number of workers for each category (e.g. permanent, temporary, agency). Include workers that continue to work during the low season.

Low Season

This is referring to when volume of work and worker numbers are at their lowest. In the Worker Information table, enter the number of workers for each category for when worker numbers are at their lowest. Include workers that continue to work during the peak season.

Employee Definition

Managers

A Manager is a leadership position, where they have overall responsibility for the operations of a business or organisational unit. They may be responsible for the management of the production of goods or services provided by the enterprise they work in.

Supervisors

A Supervisor is also known as a 'Team Leader'. They are responsible for supervising the activities of other workers. Some supervisory jobs require an additional skill level.

Worker

A person working for a business enterprise, whether directly employed or otherwise.

Worker contract types:

Permanent

Permanent employees do not have a predetermined end date to employment. They are often eligible to switch job positions within their companies, and they are generally protected from abrupt job termination by severance policies, like advance notice in case of layoffs, or formal discipline procedures.

Temporary

Temporary work includes when an employee either has no contract or is contracted to remain in a position for a certain period of time, e.g. day labour, freelance, casual, fixed term. For the purposes of this question please only include directly hired workers

Agency

Agency workers are supplied by a local agent and brought to a site under the responsibility of a third-party company. Usually the agencies are paid by the site and the wages of the individual workers are paid by the agency.

Directly Hired Worker (in About Your Business section of the SAQ)

A directly hired worker is someone who has a direct work and payment arrangement with your business.

Indirectly Hired Worker (in About Your Business section of the SAQ)

An indirectly hired worker is someone who is not directly employed by your business, and the arrangement involves at least one third-party e.g. employment agency or labour provider. Indirect workers include temporary agency workers. Homeworkers might be included in this category if the employment relationship is through a third-party.

Worker origin:

Migrant

The term "migrant worker" refers to a person who is engaged or has been engaged in a remunerated activity in a country of which they are not a national or permanent resident or has purposely migrated on a temporary basis to another in-country region to seek and engage in a remunerated activity.

Domestic migrant (in About Your Business section of the SAQ)

A person who is engaged in or has been engaged in a remunerated activity for which they have had to move to another in-country region on a temporary basis.

International migrant (in About Your Business section of the SAQ)

Is someone who has purposely moved to another country on a temporary basis in order to undertake work.

On-site and off-site terms:

On-site:

On-site workers work within your business premises. This could be an office, farm or manufacturing site.

Off-site:

Off-site workers work outside your business premises. This could be at home, at a customer's site, or in a vehicle. Workers employed by a labour provider/employment agency to work at another business's premises, work off-site. Workers employed by a service provider to work at another business's premises also work off-site.

Mobile, remote and home workers are types of off-site work.

Mobile workers

Someone who works continuously in more than one place. E.g. delivery drivers, repair engineers, flight attendants

Remote workers

Workers who are contracted to work away from the employer's site/enterprise or at customer sites. E.g. security, cleaning,

Home workers

Home working refers to work carried out by a person in his or her home, or in other premises of his or her choice, other than the workplace of the employer.