



EICC e-Learning Academy Course Listing and Descriptions

Updated October 10, 2016

Highlighted items have been added since the previous version.

(Please consult Academy for course descriptions).

This is an evolving document. Please consult the EICC website or staff for the latest listings. For information on our in person trainings please

visit:

<http://www.eiccoalition.org/events/>

<http://www.eiccoalition.org/resources/training/>



From EICC Course 1: Supply Chain Responsibility

Welcome to the EICC e-Learning Academy!

- We hope you find these courses educational and we look forward to your feedback. Please send suggestions, questions and feedback to training@iccoalition.org. As we continue to build resources, if you have materials you'd like to share with others, please let us know. We encourage you to review the introductory materials in the Academy when you first log in to the Academy. (See [EICC Webinar 1](#)).
- To access the Academy, go to: <https://eiccacademy.litmos.com>
- To have your password resent, you can access the "forgot password" function on the log-in page (most usernames are email addresses) or email training@iccoalition.org.
- All EICC prime contacts were originally set up as Team Leaders in the Academy and each company member has an account. Please contact your primary EICC representative or the EICC if you don't have access.

Some notes (see course listings for more details):

- **EICC has made a number of resources (including webinars) and the EICC Courses 1-4 available for free and unlimited use. EICC Courses 1-4 are good orientation and onboarding material for staff and suppliers.**
- EICC has purchased, and is currently making available to members for free, a certain number of course uses of most of the other courses now available, with the exception of the University of Delaware courses, for which direct payment is made to the University through the Academy. **Course usage limits apply for courses (non-"EICC courses"), where an asterisk (*) is indicated.** Once the usage limit is reached, additional fees will apply. **If you are rolling out a large program with your employees or suppliers, please contact the EICC so that a separate agreement can be made regarding course use.**
- For larger additions to the Academy, members can download the upload templates for staff and suppliers on [SharePoint](#), in the Team Leader resource area in the Academy, or please contact training@iccoalition.org to obtain these. Once completed, these should be sent to training@iccoalition.org for assistance uploading. This is the best way to set up large numbers of staff and suppliers to ensure they are set up correctly and assigned the proper courses in the correct languages. Do not try to use the bulk upload feature in the Academy on your own as that will not work. Please allow a few days turnaround time or longer (depending on the size of the list to be added).
- **Enhancements made in Fall 2015 enable Team Leaders to upload their own materials for their teams and also customize their sub team libraries.** Please see the Team Leader guide under the Team Leader resource area in the Academy for more information, or contact EICC.
- **Please let EICC staff know about any planned larger program roll-outs well before they are initiated.** EICC can provide some best practice advice and should be made aware due to increased inquiries and requests for assistance that may occur.

Resource and Course List

Course descriptions follow in this document where hyperlinks exist below. Learners can find all courses in the Course Library and may have been assigned some of these courses under their “Courses to do” area. Team Leaders should consult the Team Leader guidance and previous webinars in the Academy under EICC Webinars and Resources for information about adding users and sub-teams, assigning and uploading courses, and running reports. Learners can find a Learner guidance document as well and consult past webinar recordings about the Academy. Please see notes about course usage and larger program roll-outs on the previous page.

Free EICC Webinars and Resources

EICC Webinars Most of the offerings include: a webinar recording to view and listen to, slides viewable in presentation mode and supporting materials (i.e. PDF of slides and other related documents where applicable). They are listed in the order that they were given and added to the Academy. Continue to check back for additional webinars.		Languages Available
1	Introduction to the e-Learning Academy (Apr. 2014) All users are encouraged to review this webinar when they begin using the Academy. Includes latest course catalogue.	English
2	EICC-ON / Tools overview for new members (June 2014)	English
3	VAP Overview in EICC-ON (June 2014)	English
4	Beyond Dodd-Frank Webinar and Presentation Materials (July 29, 2014)	English
5	EICC-ON Upgrade Overview Webinar and Guidance Documents (July 23 & 24, 2014)	English
6	VAP CAP and Closure in EICC-ON (Sept. 2014)	English
7	VAP 5.0 Training 1: Health and Safety (Section B) & Environment (Feb. 9 & 10, 2015)	English
8	VAP 5.0 Training 3: Ethics and Management Systems (Sections D & E) (Feb. 23, 2015)	English
9	Member Training Case Studies Webinar (Feb. 26, 2015)	English
10	Enhanced Reporting in EICC-ON (March 2015)	English
11	VAP 5.0 Training 2: Section A (Labor) (March 11, 2015)	English
12	Verisk Maplecroft Demo for Members (May 13, 2015)	English
13	Learning Academy Overview (June 16, 2015)	English
14	Member Compliance Requirements (June 25, 2015)	English
15	CDP EICC Supplier Support Webinars (May & June 2015)	English, Chinese
16	Environmental Reporting Module Training (July 2015)	English
17	Learning Academy Enhancements Webinar (Nov. 9, 2015)	English
18	COP 21 Climate Pledge Webinar (Nov. 10, 2015)	English
19	Learning Academy Enhancements Webinar (Nov. 17, 2015)	English

20	Prospective Member Webinar (February 11, 2016)	English
21	CAP Management in EICC-On Training (March 7, 2016)	English
22	New EICC workgroup structure (March 9, 2016)	English
23	Advisory Forum: Q1 Environment (March 28, 2016)	English
24	Advisory Forum: Q1 Labor (March 30, 2016)	English
25	Advisory Forum: Q2 Environment (June 27, 2016)	English
26	Advisory Forum: Q2 Labor (July 1, 2016)	English
27	The way forward: How can the ICT industry address forced labor in the supply chain? (September 27, 2016)	English
28	Advisory Forum: Q3 Environment (October 10, 2016)	English
29	Advisory Forum: Q3 Labor (October 10, 2016)	English

EICC Resources and Toolkits		Languages Available
1	New Member Orientation (presentation that EICC has been using during new member onboarding calls)	English
2	Toolkit: Responsible Management of Student Workers	English, Chinese
3	Team Leader Resources - includes: Learner import templates, latest course descriptions document and Team Leader and Learner guides	English, some documents in Chinese
4	Greenhouse Gas Mitigation Toolkit	English
5	Conflict Minerals (link from the Academy to materials on the CFSI website). See related module below.	English and others
6	Chemical Management Fact Sheets	English and Chinese

EICC Courses – usually in top 5 courses taken. These include interactive in session and end of session quizzes (a pass mark is required to obtain certificate). These are great courses for onboarding staff and suppliers to the EICC.

Free EICC Courses – see course descriptions in this document by clicking on hyperlinks below		Languages Available
1	Understanding Supply Chain Responsibility	English, Chinese, Thai, Japanese, Korean and Spanish
2	Industry Standards (about the EICC Code of Conduct)	English, Chinese, Traditional Chinese, Czech, Dutch, French, Japanese, Malay, Slovak, Thai, Vietnamese, Korean and Spanish
3	Responsible Supply Chain Management (For Brand Supply Chain Managers)	English, Chinese, Thai, Japanese, Korean and Spanish

4	Responsible Supply Chain Management (For Factory Management)	English, Chinese, Thai, Japanese, Korean and Spanish
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Additional EICC Courses

Other EICC Courses		Fee for Members	Languages Available
1	EICC Code Standards: Labor, Ethics and Management System (added May 29, 2015)	Currently free	English
2	Basic Chemical Management Training for Workers (English) (added December 2, 2015)	Currently free	English
3	Basic Chemical Management Training for Workers (Chinese) (added April 12, 2016)	Currently free	Chinese

EICC Work Group/Task Force Resource Areas		Languages Available
All of the offerings listed below include member resources and presentations from work group calls.		
1	EICC Working Group Resource Area: Environmental Sustainability Working Group (ESWG)	English
2	EICC Task Force Resource Area: Indirect Spend	English

EICC in person training (occasionally EICC will make certain materials available to members from our in person events)		Languages Available
1	EICC in person training: VAP 5.0 Training in San Jose, California (2015)	English
2	EICC in person training 2: VAP Audit prep (2016) (Condensed deck – EICC is working on an online module to be available in November 2016)	English

Other Resources

Other Resources		Languages Available
1	IDH Electronics Program Training (added December 2015)	English, Chinese

Free (while course uses last) training for members and their select suppliers (see notes about course usage on page 2. Please contact EICC for larger program roll-outs as additional fees may apply). See course descriptions in this document by clicking on hyperlinks below. For newer course additions please see the descriptions in the Learning Academy.

Hiring*		Languages Available
1	The Hiring Process (Basics)	English, Chinese, Spanish, Vietnamese
2	Recruitment and Selection	English, Chinese
3	Worker Retention (Basics)	English, Chinese
4	Giving Workers the Best Possible Start	English, Chinese

5	Hiring and Working with Migrant Workers	English, Chinese
6	Working with Students and Young Workers	English, Chinese
7	Working with Labor Brokers	English, Chinese
Training*		Languages Available
1	Analyzing Training Needs & Creating Training Plans (Basics)	English, Chinese
2	Effective Orientation Training	English, Chinese
3	Developing Training Strategy and Plan for Your Supply Chain	English, Chinese
4	Implementing a Training Plan for Your Supply Chain	English, Chinese
Hours & Production*		Languages Available
1	Working Hours (Basics)	English, Chinese
2	Recording Working Hours	English, Chinese, Spanish, Vietnamese
3	Working Hours Management Systems	English, Chinese
4	Subcontracting	English, Chinese, Spanish, Vietnamese
Communication*		Languages Available
1	Communicating and Consulting with Workers (Basics)	English, Bengali, Chinese
2	How to Inform Workers	English, Chinese
3	Worker Participation	English, Chinese
4	Encouraging and Handling Worker Feedback	English, Chinese
Working Conditions*		Languages Available
1	Managing Wages (Basics)	English, Chinese, Spanish, Vietnamese
2	Creating Motivating Wage Systems	English, Chinese
3	Improving Your Dormitories	English, Chinese
4	China Social Insurance	English, Chinese
Good Management*		Languages Available
1	Ethical Sourcing Policy for Suppliers	English, Chinese, Spanish, Vietnamese
2	Use Social Performance Key Indicators to Better Understand your Factory and Subcontractors	English, Chinese
3	Creating Your Internal Monitoring Program (Basics) - Code of Conduct	English, Chinese, Vietnamese
4	Corrective Action Plan	English, Chinese, Spanish, Vietnamese
5	Supply Chain CSR Monitoring	English, Chinese
6	Supply Chain Ethics	English, Chinese
7	Social Responsibility Management System	English, Chinese, Spanish, Vietnamese
8	Supply Chain Security (C-TPAT)	English, Chinese
9	Introduction to Factory Assessment	English, Chinese

10	Supplier Ownership – Introduction	English, Chinese
11	Supplier Ownership – Build	English, Chinese
12	Supplier Ownership – Assess	English, Chinese
13	Supplier Ownership – Continuous Improvement	English, Chinese
Health & Safety (H&S)*		Languages Available
1	Effective H&S Systems (Basics)	English, Bengali, Chinese, Spanish, Vietnamese
2	Fire Safety	English, Chinese, Spanish, Vietnamese
3	Effective Chemical Management	English, Chinese
4	Managing Air Emissions	English, Chinese
Law*		Languages Available
1	California Transparency Act – Recognizing Forced Labor (updated in 2016 to include UK MSA)	English, Chinese
2	Conflict Minerals	English, Chinese
3	California Transparency Act – Preventing Forced Labor (new)	English, Chinese
4	UK Modern Slavery Act – Recognizing Forced Labor (new)	English, Chinese
5	UK Modern Slavery Act – Preventing Forced Labor (new)	English, Chinese
Environmental Protection*		Languages Available
1	Environmental Protection (Basics)	English, Chinese, Spanish, Vietnamese
2	Managing Energy and Greenhouse Gas Emissions	English, Chinese
3	Water and Wastewater Management	English, Chinese
4	Resolving Wastewater Treatment Issues	English, Chinese
5	Managing Waste	English, Chinese

Additional Non-EICC Courses Accessible through the Learning Academy

University of Delaware Socially Responsible and Sustainable Business Short Courses Discount code for EICC members and suppliers available in the Learning Academy.		Fee for Members and their Suppliers	Languages Available
1	Lesson 1: Human Rights of Workers in Supply Chains	US \$87 (represents a 40% discount)	English
2	Lesson 2: Impact of Corporate Purchasing Practices on the Rights of Workers in Supply Chains	US \$87 (represents a 40% discount)	English
3	Lesson 3: Risks of Human Trafficking and Slavery - A Short Course for Supply Chain Professionals	US \$87 (represents a 40% discount)	English

EICC Resources

EICC Resource 2: Toolkit: Responsible Management of Student Workers

Responsible Management of Student Workers: From Compliance to Best Practice - A toolkit for companies

Brief description: As more young people than ever enroll in vocational education programs in China, the EICC, the Labour Education and Service Network (LESN) and the Nanjing University Law School Labour Law Legal Mediation Programme have collaborated to produce this toolkit designed to support responsible management of student interns by electronics manufacturing facilities in mainland China.

Longer description: In China, more young people than ever more are receiving vocational education training, with total enrollment at China's secondary vocational education institutions at over 21 million students in 2012. Chinese policies require these secondary vocational education institutions to provide their students with internships – leading to challenges for educational institutions, students and employers to respect those students' rights and wellbeing in the workplace.

In response to this situation, the Labour Education and Service Network (LESN) and the Nanjing University Law School Labour Law Legal Mediation Programme – both established civic organizations on vocational education and labour rights – have created this toolkit. Sponsored by the non-profit industry organization the Electronic Industry Citizenship Coalition (EICC), this toolkit is designed to support responsible management of student interns by electronics manufacturing facilities in mainland China.

From November 2013 to May 2014, the research team from LESN and Nanjing University conducted case studies in seven factories and vocational schools. The team also reviewed common issues, related regulations and the EICC Code of Conduct and its related Validated Audit Program (VAP) audit protocol.

This toolkit consists of two sections:

Section 1 provides detailed analysis of legal frameworks on student workers and defines the legal rights and obligations of vocational schools, factories and students.

Section 2 features a practical toolkit to responsible management of student workers, including a self-assessment checklist for management. This section also shares case studies of good practices by factories and vocational schools.

We hope that this toolkit provides companies with a comprehensive tool to help them respect their student interns' rights and wellbeing and improve cooperation between schools and enterprises using student workers. Through improved understanding of shared obligations and opportunities, students, schools and industry can develop in healthy and sustainable ways that benefits everybody in society.

The authors would like to acknowledge their appreciation for the input and support from the EICC Student Workers Working Group.

For information about the results of the EICC and Stanford University's REAP Vocational School Credentialing pilot program in China, see the December 15, 2015 EICC press release <http://www.eiccoalition.org/news-and-events/news/student-workers/> .

EICC Courses

These courses were previously available through the EICC website and Servitium. They were updated in 2014 and are now available in EICC's e-Learning Academy. These are offered for free to members and their suppliers and are also available as flash files. They can be shown on a laptop for an in person gathering where there may be no internet connection to access the Academy. Please contact EICC for more information.

EICC Course 1: Understanding Supply Chain Responsibility

By the end of this lesson, you will:

1. Learn about the challenge of global working conditions and the definition of supply chain responsibility
2. Understand key stakeholder expectations and the benefits of responsible business practices
3. Know your role in promoting Supply Chain Responsibility



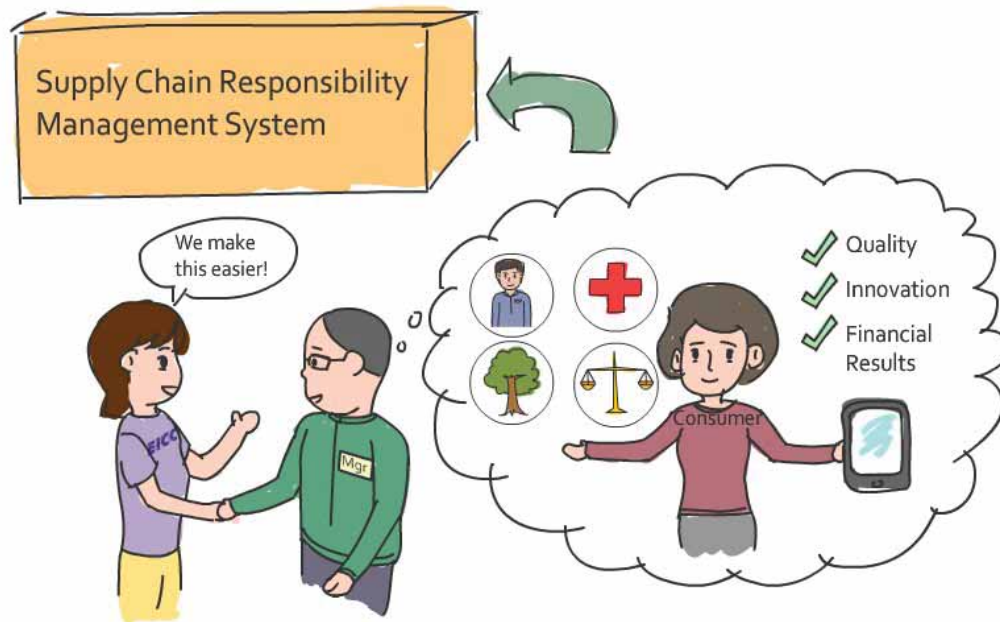
Modules

1. Chapter 1. Global Working Conditions and Definition of Supply Chain Responsibility (3 minutes)
2. Chapter 2. Stakeholder Expectations and Business Benefits, Know your Role in Promoting Corporate Responsibility (10 minutes)
3. Chapter 3. Conclusion (3 minutes)
4. Quiz. Understanding Supply Chain Responsibility

EICC Course 2: Industry Standards

By the end of this lesson you will:

1. Understand the purpose and benefits of the EICC collaborative
2. Learn industry standards for supply chain responsibility in the areas of labor, health and safety, environment and ethics



Modules

1. Chapter 1. Purpose and Resources of EICC (3 minutes)
2. Chapter 2. Industry standards (Part A) (6 minutes)
3. Chapter 3. Industry standards (Part B) (4 minutes)
4. Chapter 4. Conclusion (2 minutes)
5. Quiz. Industry Standards

EICC Course 3: Responsible Supply Chain Management (For Brand Supply Chain Managers)

By the end of this lesson you will:

1. Learn how to effectively manage your supplier's social responsibility performance through the four phases of the supplier engagement model.
2. Review key EICC resources that can help you to implement your approach; and
3. Learn strategies to address the challenges you might face along the way



Modules

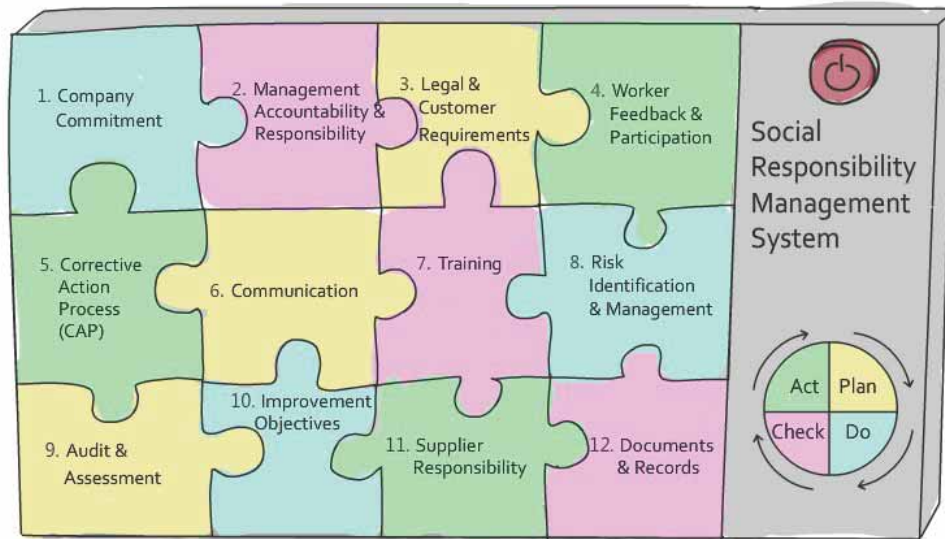
1. Chapter 1. Strategic Management (5 minutes)
2. Chapter 2. EICC Resources (Part A) (5 minutes)
3. Chapter 3. EICC Resources (Part B) (6 minutes)
4. Chapter 4. Overcoming Key Challenges (3 minutes)
5. Chapter 5. Conclusion (3 minutes)
6. Quiz. Responsible Supply Chain Management (For Brand Supply Chain Managers)

EICC Course 4: Responsible Supply Chain Management (For Factory Management)

By the end of this lesson, you will:

1. Understand the key elements of a social responsibility management system
2. Learn steps to designing and implementing your management system
3. Review resources offered by the Electronics Industry Citizenship Coalition to help you:
 - a. Prepare for an EICC audit; and
 - b. Enhance your social responsibility performance over the long run

The modules in this course must be completed in the order listed.



To Implement Your
Management System

Modules

1. Chapter 1. Introduction (3 minutes)
2. Chapter 2. Key Elements of a Social Responsibility Management System (Part A) (3 minutes)
3. Chapter 3. Key Elements of a Social Responsibility Management System (Part B) (5 minutes)
4. Chapter 4. Key Elements of a Social Responsibility Management System (Part C) (3 minutes)
5. Chapter 5. Designing and Implementing a Management System (4 minutes)
6. Chapter 6. Preparing for an EICC Audit (5 minutes)
7. Chapter 7. Continuous Improvement (3 minutes)
8. Chapter 8. Conclusion (3 minutes)
9. Quiz. Responsible Supply Chain Management (For Factory Management)

Additional EICC Courses

EICC Code Standards: Labor, Ethics and Management Systems

By the end of this lesson, you will:

1. Understand the intent and specific requirements of the EICC Code in the Labor, Ethics and Management Systems areas.
2. Know what an auditor will look for to assess whether a company's policies and practices conform to the EICC Standards.

This course is based on EICC's Labor & Ethics Lead Auditor Training in-person 4.5-day course. See EICC's website for information about upcoming in-person classes:

<http://www.eiccoalition.org/events>.

Please also refer to [EICC Course 2: Industry Standards](#) for information about the Code. Contact training@eiccoalition.org for more information.

Modules

1. Introduction (4 minutes)
2. Labor 1 - Freely Chosen (5 minutes)
3. Quiz. Labor 1 - Freely Chosen
4. Labor 2 - Young Workers (3 minutes)
5. Quiz. Labor 2 - Young Workers
6. Labor 3 - Working Hours (3 minutes)
7. Quiz. Labor 3 - Working Hours
8. Labor 4 - Wages & Benefits (3 minutes)
9. Quiz. Labor 4 - Wages & Benefits
10. Labor 5 - Humane Treatment (2 minutes)
11. Quiz. Labor 5 - Humane Treatment
12. Labor 6 - Discrimination (2 minutes)
13. Quiz. Labor 6 - Discrimination
14. Labor 7 - FOA (4 minutes)
15. Quiz. Labor 7 - FOA
16. Ethics (5 minutes)
17. Quiz. Ethics
18. Management System Section 1 (5 minutes)
19. Quiz. Management System Section 1
20. Management System Section 2 (4 minutes)
21. Quiz. Management System Section 2
22. Management System Section 3 (4 minutes)
23. Quiz. Management System Section 3

Basic Chemical Management Training for Workers

This forty minute online course (recorded PowerPoint) on chemical management for workers provides the basics on identifying chemical hazards, best practices in chemical identification, labeling, handling, use, storage, and disposal, and strategies for workers to protect themselves from chemical exposure, and how to respond to chemical-related emergencies in the workplace. The objective is to make workers feel more comfortable and confident about working safely with chemicals.

Topics covered:

1. Chemical hazards identification
2. Chemical hazard information
3. Chemical receiving & unloading
4. Chemical storage
5. Chemical transport within plant
6. Chemical use & dispensing
7. Chemical disposal
8. Emergency response

Other Resources

IDH Electronics Program Training

The IDH Electronics Program, a collaborative effort between Apple, Dell, HP, Microsoft and Philips, together with FNV International, Globalization Monitor, GoodElectronics, IndustriALL, and SOMO developed a training program to address sustainability challenges at electronics factories in China, with the support of Economic Rights Institute and Elevate Ltd. The program focuses on building the business case for improving working conditions and reducing environmental impact.

What makes the program innovative is that it is designed to open dialogue between management and workers, and to strengthen the manufacturer's own ability to work towards improvement.

The materials were made available to EICC to share in the Learning Academy in December 2015. Each of the PowerPoints opens up in Presentation mode by clicking on them. For more background on the program, please see the first additional reference document listed on the right in the Academy, "IDH Overview of CIT Structure".

Code-Related Courses

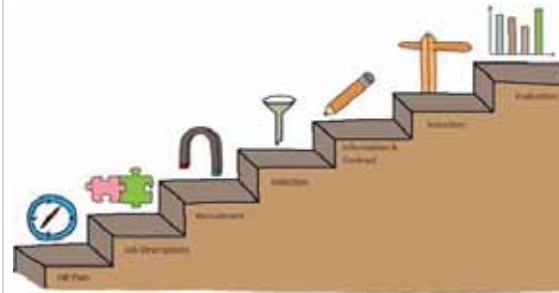
Course usage limits apply after which time additional fees apply. For large program roll-outs, please contact EICC.

HIRING

The Hiring Process (Basics)

This lesson is going to help the participant:

- Analyze the different measures that management should use in the hiring process
- Understand the different steps in the hiring process
- Understand how these steps ensure the participant hire the most suitable person for the position



Recruitment and Selection

This lesson is going to help the participant:

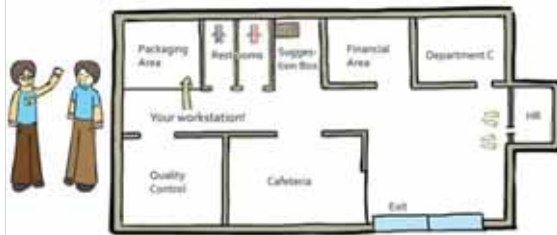
- Learn how to manage the primary risks in the recruitment process
- Understand the advantages and disadvantages of using different recruitment channels to fill vacancies

Worker Retention (Basics)

The objective of this lesson is to help participants:

- Learn different strategies to ensure their workers stay longer after they have joined
- Understand the negative effects of turnover in their company

Giving Workers the Best Possible Start



This lesson is going to help participants:

- Understand how a worker’s first impression of their new job affects their productivity and retention
- Learn how to plan for a worker’s arrival to their company

Hiring and Working with Migrant Workers

In this lesson participants are going to learn what measures they can take to make sure migrant workers are integrating into their company:

- How to prepare migrant workers for employment and their first few days on the job
- How to continuously support migrant workers while they are working at their factory

Measures for Integrating & Retaining Migrant Workers



Working with Students and Young Workers



During this lesson, the participant will learn how to:

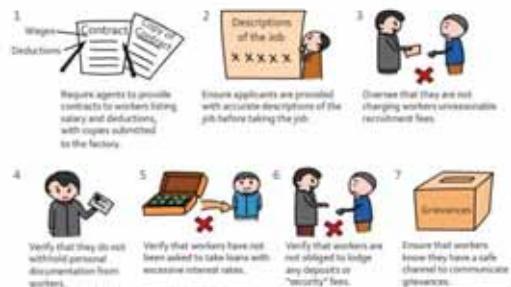
- Employ young workers and students in a way that meets the law and protects their health, education and wellbeing.
- Set up management systems and internal controls to protect young workers.

Working with Labor Brokers

In this lesson participants are going to understand how to manage partnerships with labor brokers to ensure:

- Workers stay longer in your factory
- Workers are fairly treated
- You meet the requirements of your clients and the law

7 Principles :

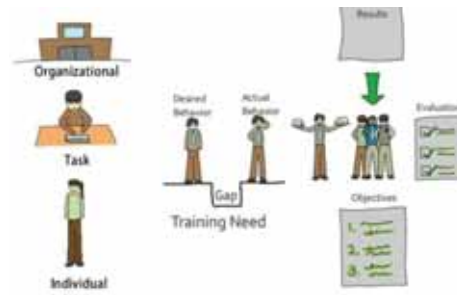


TRAINING

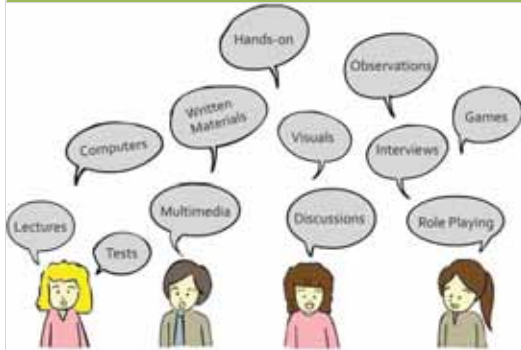
Analyzing Training Needs & Creating Training Plans (Basics)

This lesson is going to help the participant:

- Understand the steps to design a training plan
- Review the benefits and key elements of a training needs assessment
- Learn how to conduct an organizational training needs assessment



Effective Orientation Training



This lesson is going to help participants:

- Understand the objectives of an orientation program
- Learn how to build an orientation program that integrates workers into their company. In other words, what an orientation program should include and how it should be conducted

Developing Training Strategy and Plan for Your Supply Chain

By the end of this lesson, the participant will:

- Learn the importance of setting supply chain performance objectives
- Understand the steps to develop a supply chain training program
- Learn effective practices in:
 - a. Assessing supply chain training needs
 - b. Designing the training program



Implementing a Training Plan for Your Supply Chain

What do you think might be a good way to measure participant satisfaction?

- A) Give participants a test at the end that measures what they have learned.
- B) Ask participants to give feedback on trainer style.
- C) Conduct a survey after 6 months to see if things have improved.

By the end of this lesson, participants will:

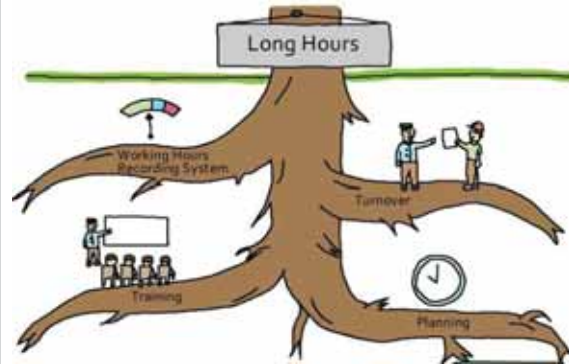
- Review the key steps to designing CSR courses
- Learn effective practices in implementing their training program
- Learn strategies to evaluate the effectiveness of their training program

WORKING HOURS & PRODUCTION

Working Hours (Basics)

This lesson is going to help participants:

- Understand why reducing long working hours can be good for their business
- Review legal and private sector standards on working hours
- Learn strategies to better control hours by addressing key root causes



Recording Working Hours



This lesson will help the participant:

- Understand the challenges to accurately recording working hours
- Learn the key elements of an effective working hours recording system

Working Hours Management Systems

This lesson will help the participant:

- Understand the key elements of a working hours management system
- Use Key Performance Indicator data to measure performance

Develop action plans to reduce working hours and days



Subcontracting

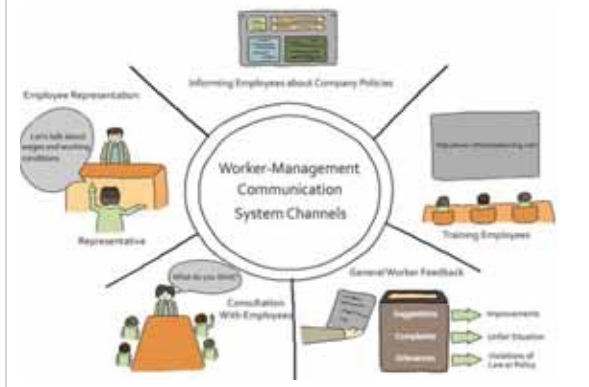


This lesson will help the participant:

- Understand the key risks involved in subcontracting
- Learn how to manage these risks through responsible subcontracting practices

COMMUNICATION

Communicating and Consulting with Workers (Basics)



By the end of this lesson, the participant will:

- Understand the meaning and importance of effective communication
- Review the key elements of a worker management communication system
- Learn about worker consultation as one form of communication

How to Inform Workers

By the end of this lesson, the participant will:

- Learn the difference between informing and communicating
- Identify common challenges and best practices in informing employees



Worker Participation



By the end of this lesson, the participant will learn:

- Why and when to integrate your workforce in your decision making processes
- The different mechanisms to integrate your workforce
- How to deal with challenges when involving workers

Encouraging and Handling Worker Feedback

This lesson will help the participant:

- Understand the different types of worker feedback including suggestions, complaints and grievances.
- Review common channels for receiving worker suggestions, complaints and grievances
- Learn key principles for designing a worker feedback system
- Get practical implementation tips



WORKING CONDITIONS

Managing Wages (Basics)



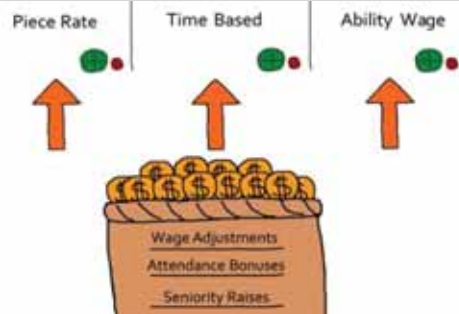
By the end of this lesson, the participant will:

- Understand challenges in time-based and piece rate wage systems
- Learn good practices in managing wages that apply to both systems

Creating Motivating Wage Systems

By the end of this lesson, the participant will:

- Understand the key elements of a sustainable wage system
- Learn practices that affect worker motivation
- Learn how to implement different types of wage systems that motivate workers to increase skills and maximize productivity



Improving Your Dormitories

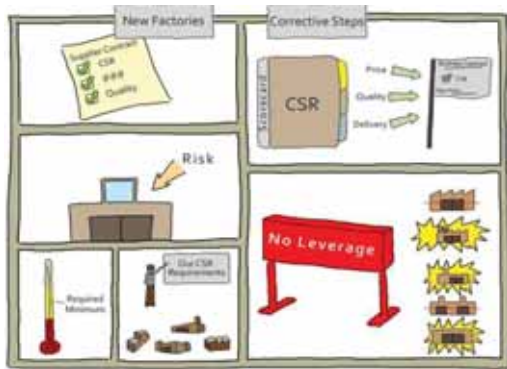


By the end of this lesson, the participant will:

- Learn good practices in providing livable, clean, and safe dormitory environments
- Understand basic rights of workers who are living in factory-managed dormitories
- Learn good practices in staffing the ongoing management of dormitories

GOOD MANAGEMENT

Ethical Sourcing Policy for Suppliers



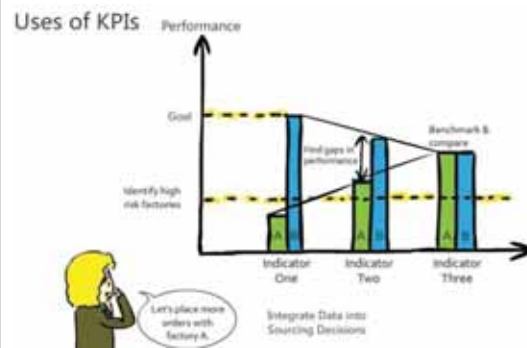
By the end of this lesson, participants will:

- Understand the benefits of including Corporate Social Responsibility into their company’s sourcing practices.
- Review good ways to integrate factory corporate social responsibility performance into sourcing decisions.
- Learn how to customize their approach for new and existing business relationships.

Use Social Performance Key Indicators to Better Understand your Factory and Subcontractors

By the end of this lesson, the participant will know:

- The meaning and benefits of collecting Key Performance Indicators (KPIs)
- How to set appropriate KPIs that are good indicators of CSR performance
- Practical techniques for collecting KPI data



Creating Your Internal Monitoring Program (Basics) - Code of Conduct

5 Key Areas

Labor & Human Rights
 Health & Safety
 Environment
 Ethics
 Management Systems

To be continued after the break.
 And Now a Pop Quiz
 Choose the topic that does NOT fit.

Topic 1
 Topic 2
~~Topic 3~~
 Topic 4

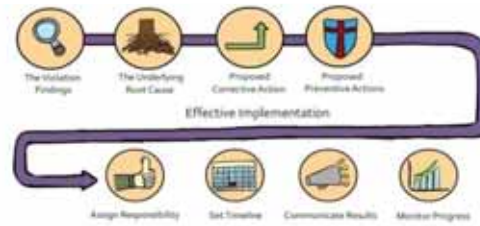
By the end of this lesson, participants will:

- Learn the definition and importance of developing a Code of Conduct
- Know the key steps to develop a best in class Code
- Understand the basic categories and topics of a comprehensive Code

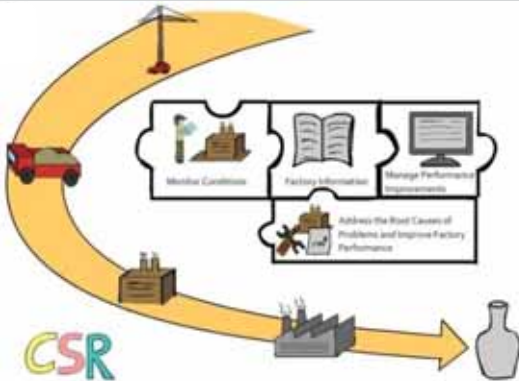
Corrective Action Plan

By the end of this lesson, participants will:

- Know the purpose and definition of a Corrective Action Plan
- Understand how to identify the corrective action, root cause and preventive actions
- Learn effective practices for implementation of a Corrective Action Plan



Supply Chain CSR Monitoring



By the end of this lesson, participants will:

- Know the purpose and definition of a Supply Chain social performance program
- Understand the basic steps to designing a monitoring strategy
- Learn key data collection techniques

Supply Chain Ethics

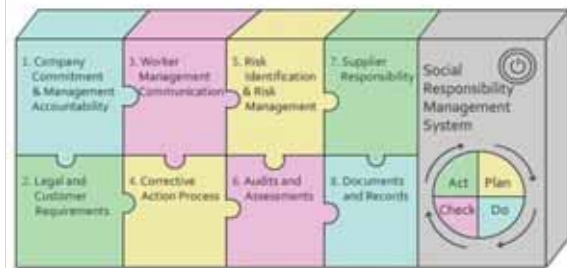
By the end of this lesson, participants will:

- Understand the importance of transparency to your company's success
- Know the key areas to consider in meeting your customer's ethical requirements
- Explore strategies for supporting ethical behavior within your company



Social Responsibility Management System

By the end of this lesson, participants will:



By the end of this lesson, participants will:

- Understand the importance of responsible business practices
- Learn the key elements of a social responsibility management system
- Review the basic steps to designing and implementing a system
- Know your role in promoting supply chain responsibility

HEALTH & SAFETY (H&S)

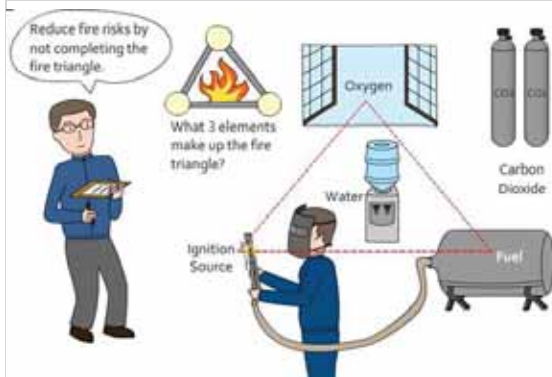
Effective H&S Systems (Basics)

By the end of this lesson, the participant will:

- Know the benefits and key principles of a health and safety program
- Learn how to develop a basic health and safety management system



Fire Safety



By the end of this lesson, participants will learn how to:

- Identify fire hazards in their facility
- Reduce fire risks from electrical, hot work and chemical handling
- Ensure that their facility and workers are well prepared to deal with a fire emergency
- Identify frequent requirements for fire safety from international clients

Effective Chemical Management

By the end of this lesson, the participant will:

- Understand the purpose and pre-requisites of a chemical management system
- Be familiar with the key types of hazardous chemicals
- Know the three main stages for establishing a chemical management system in your facility

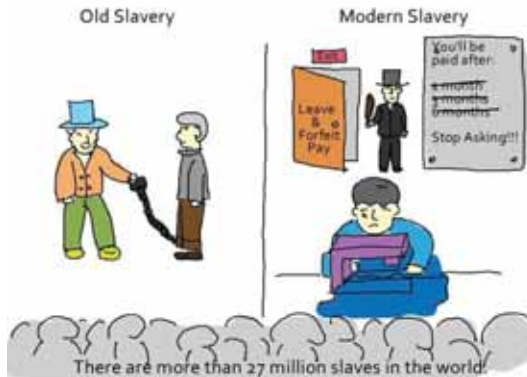


KNOW THE LAW

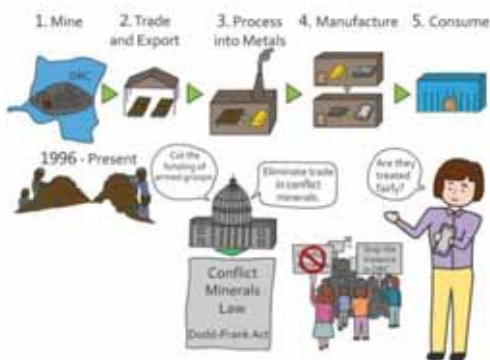
California Transparency Act

By the end of this lesson, the participant will:

- Understand the definitions of slavery, human trafficking and forced labor
- Be aware of situations that could be indicators of slavery, human trafficking and forced labor in a factory setting
- Understand the key requirements of the California Transparency in Supply Chains Act of 2010 and their role in meeting these requirements



Conflict Minerals



By the end of this lesson, participants will:

- Know the definition of conflict minerals and the issues surrounding them
- Learn the key parts of the conflict minerals supply chain
- Understand requirements for complying with the U.S. law on conflict minerals
- Be familiar with some of the requirements your client may have in relation to sourcing “DRC conflict free” products

ENVIRONMENTAL PROTECTION

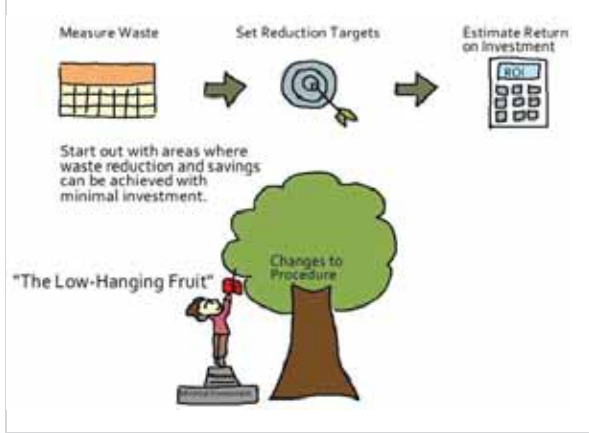
Environmental Protection (Basics)

By the end of this lesson, participants will:

- Understand the expectations from their customers on managing environmental impact.
- Learn where to focus their efforts in order to meet brand expectations while reducing costs.
- Learn the 8 key principles for environmental management.



Managing Energy and Greenhouse Gas Emissions



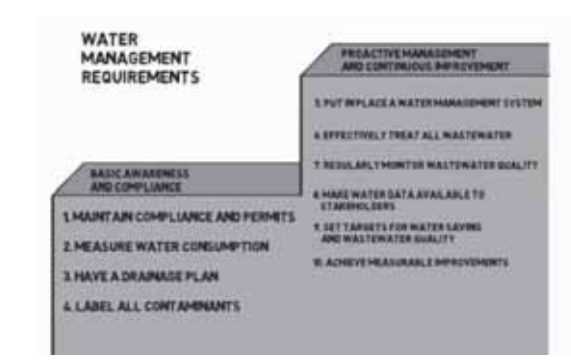
By the end of this lesson, participants will:

- Understand the purpose and benefits of managing energy use and emissions
- Be aware of the expectations of your clients and legal requirements
- Understand the steps you can take to manage your energy use and greenhouse gas emissions

Water and Wastewater Management

By the end of this lesson, participants will:

- Understand the benefits of managing water and wastewater
- Be aware of brand requirements and legal obligations
- Learn where to start in meeting the requirements



Resolving Wastewater Treatment Issues



By the end of this lesson, participants will:

- Be able to identify the cause of common wastewater treatment problems
- Understand how wastewater treatment plants work
- Manage plant technicians to resolve treatment issues

Managing Waste

By the end of this lesson, participants will understand:

- Customer requirements on waste management
- How to spot opportunities for reducing waste
- How to develop a plan for minimizing the cost of waste

Requirements for Hazardous Waste Management

- Segregate hazardous wastes from non-hazardous wastes. This will:
 - Prevent unwanted reactions between the waste streams
 - Help reduce costs, since mixing wastes can increase the volume of waste classified as hazardous, which is more expensive to dispose of
 - Prevent unwanted exposure for personnel
- Train employees on how to manage hazardous waste including:
 - Proper use of tools and protective equipment
 - Awareness of waste contents, hazards and environmental consequences
 - Procedures in the event of accidents
- Have procedures for inventory, management, storage and transportation of hazardous waste designed to prevent:
 - Damage to containers
 - Spillage
 - Contamination
 - Overfilling
 - Actions of unauthorized persons, such as trespassers



**Socially Responsible and Sustainable Business:
Online Short Courses**

www.udel.edu/srsb



EICC members and their suppliers receive a 40% discount for the following three courses. The discount code is available in the course description in the Learning Academy. You can also arrange advance payment for individuals or small groups for one or more of the courses, which can also be bundled. Bulk group discounts are also available. Please contact EICC at training@eiccoalition.org for additional information.

Lesson 1: Risks of Human Trafficking and Slavery for Supply Chain Professionals

The California Transparency in Supply Chains Act (SB 657) requires retailers and manufacturers doing business in California to publicly declare their efforts to train company employees and management on human trafficking and slavery in supply chains. This short course develops the abilities of sourcing and supply chain management professionals in multiple industry sectors to:

- Be aware of human trafficking and slavery in supply chains
- Identify human trafficking and slavery risks in company supply chains
- Support prevention and mitigation efforts when human trafficking and slavery is suspected

Lesson 2: Human Rights of Workers in Supply Chains

The **Human Rights of Workers in Supply Chains** short course allows students to:

- Become aware of the characteristics of workers in supply chains and the common human rights risks associated with them
- Understand a due diligence process that identifies human rights risks in company supply chains
- Get a tool that can be used to support a company's obligation to respect the human rights of workers in the company's supply chain

Lesson 3: Impact of Corporate Purchasing Practices on Workers in Supply Chains

This course is ideal for companies with global supply chains that are integrating corporate social responsibility (CSR) throughout the various functions of the company. It prepares staff from the junior to executive levels in these functional areas to support CSR work by achieving business goals in ways that reduce the negative impacts on suppliers.

- Increase awareness of how day-to-day purchasing decisions can impact supplier compliance with human rights standards
- Understand why supplier compliance to human rights standards matters
- Identify strategies to determine the impact of the company's purchasing practices on workers in supply chains