



# EiQ/Learn Course List

EiQ Learn is the digital home of supply chain ESG training.

Our comprehensive library of interactive eLearning courses and learning plans helps businesses understand their ESG risks, promote sustainable and compliant practices and remediate issues where they are found.

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November 2025



Section 1

# Courses



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# Environment

Course name	Learning objectives	Target audience	Length	Languages
Essentials Environmental Expectations	<ul style="list-style-type: none"> <li>→ Explain how good environmental practices protect your company.</li> <li>→ Recognise 8 key components of common environmental codes.</li> <li>→ Identify the systems to put in place to meet requirements and demonstrate compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	17 minutes	English Chinese
Climate Change and Greenhouse Gas Emissions	<ul style="list-style-type: none"> <li>→ Explain why it's necessary to limit contributions to climate change from the supply chain.</li> <li>→ Recognise global climate agreements and the expectations they place on companies.</li> <li>→ Apply requirements for tracking, managing and reporting emissions in your supply chain.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> <li>• Vendors</li> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	25 minutes	English Chinese Spanish Vietnamese
Environmental Management Systems	<ul style="list-style-type: none"> <li>→ Understand the importance of reducing impacts on the environment.</li> <li>→ Recognise the key elements of Environmental Management Systems.</li> <li>→ Recognise the basic steps in developing an EMS using the Plan-Do-Check-Act (PDCA) framework.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	21 minutes	English Chinese Spanish Vietnamese
Waste Management	<ul style="list-style-type: none"> <li>→ Explain why waste management requirements exist and are being intensified.</li> <li>→ Identify the components of a waste management program.</li> <li>→ Apply strategies for waste reduction and disposal.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> <li>• Vendors</li> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	21 minutes	English, Chinese German Spanish Vietnamese

# Environment

Course name	Learning objectives	Target audience	Length	Languages
Water Management	<ul style="list-style-type: none"><li>→ Describe why water management is a pressing global issue.</li><li>→ Create a water balance chart to map and reduce the water usage at your sites.</li><li>→ Recognise how to treat and discharge wastewater.</li></ul>	<ul style="list-style-type: none"><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	21 minutes	English, Chinese German, Spanish Vietnamese
Reporting Greenhouse Gas Emissions	<ul style="list-style-type: none"><li>→ Identify customer requirements for reporting greenhouse gas emissions.</li><li>→ Gather greenhouse gas emission information.</li><li>→ Report greenhouse gas emissions to customers.</li></ul>	<ul style="list-style-type: none"><li>• Vendors</li><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	21 minutes	English, Chinese

# Forced labour and migrant workers

	Course name	Learning objectives	Target audience	Length	Languages
Essentials	Forced Labor Prevention for Factories	<ul style="list-style-type: none"> <li>→ Recognise the groups most vulnerable to falling victims to forced labour.</li> <li>→ Identify actions to take to prevent forced labour from happening in your factory.</li> <li>→ Effectively respond to grievances and remediate forced labour issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	30 minutes	English, Chinese Japanese*, Portuguese* Hindi*, Spanish* Indonesian
	Responsible Labor Practices	<ul style="list-style-type: none"> <li>→ Explain how good labour practices protect your company.</li> <li>→ Recognise the 7 key components of common labour codes.</li> <li>→ Identify the systems to put in place to meet requirements and demonstrate compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	23 minutes	English Chinese German
	Working with Migrant Workers	<ul style="list-style-type: none"> <li>→ Identify the risks faced by migrant workers and how they are different from local workers.</li> <li>→ Establish responsible recruitment practices including the Employer Pays Principal.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> <li>• Vendors</li> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	17 minutes	English, Chinese Portuguese* Hindi*, Spanish Vietnamese Italian
	Forced Labor Prevention for Farms	<ul style="list-style-type: none"> <li>→ Recognise the groups most vulnerable to falling victim to forced labour.</li> <li>→ Identify actions to take to prevent forced labour from happening on your farm.</li> <li>→ Effectively respond to grievances and remediate forced labour issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	25 minutes	English Chinese
	Forced Labor Due Diligence	<ul style="list-style-type: none"> <li>→ Describe the requirements of international standards for preventing forced labour.</li> <li>→ Explain the due diligence process for preventing forced labour in supply chains.</li> <li>→ Identify forced labour remediation procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> <li>• Vendors</li> <li>• Service providers</li> </ul>	23 minutes	English, Chinese Spanish, Italian* Japanese Vietnamese Indonesian

# Forced labour and migrant workers

Course name	Learning objectives	Target audience	Length	Languages
Migrant Worker Orientations	→ Organise predeparture and arrival orientations that set migrant workers up for success.	<ul style="list-style-type: none"> <li>Manufacturers and producers</li> <li>Service providers</li> </ul>	16 minutes	English Chinese
Preventing Forced Labor during Recruitment	→ Accurately inform workers about the terms of their contracts. → Protect the freedom of movement by making sure workers can freely resign. → Uphold the Employer Pays Principal. → More closely manage the recruitment agents with whom you work.	<ul style="list-style-type: none"> <li>Manufacturers and producers</li> </ul>	14 minutes	English Chinese
Recognizing Forced Labor	→ Define Modern Slavery and Forced Labour. → Recognise the ILO Forced Labour Indicators. → Identify the people and regions most impacted by Modern Slavery and Forced Labour. → Be familiar with relevant legislation and how it can impact your business.	<ul style="list-style-type: none"> <li>Brands and retailers</li> <li>Vendors</li> <li>Service providers</li> </ul>	21 minutes	English, Chinese Spanish Japanese Italian*, German Vietnamese Indonesian
Managing Labor Agents	→ Evaluate which labour agents and brokers to work with. → Establish legally binding contracts with labour agents and brokers to ensure ethical recruitment practices.	<ul style="list-style-type: none"> <li>Brands and retailers</li> <li>Vendors</li> <li>Manufacturers and producers</li> </ul>	14 minutes	English, Chinese Spanish Vietnamese

# Freedom of association and grievance mechanisms

Course name		Learning objectives	Target audience	Length	Languages
Essentials	Managing Worker Feedback	→ Understand the importance of establishing an effective worker grievance system.	<ul style="list-style-type: none"><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	15 minutes	English Chinese Bangla, Spanish Vietnamese
		→ Know the internal and external channels to make available to workers.			
		→ Classify feedback as a suggestion, complaint, or grievance.			
		→ Understand the requirements for reviewing and responding to worker feedback.			
Essentials	Upholding Freedom of Association	→ Define freedom of association and collective bargaining.	<ul style="list-style-type: none"><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	13 minutes	English Chinese German
		→ Establish best practices to allow workers to assemble and organise freely.			
	How to Inform Workers	<ul style="list-style-type: none"><li>→ Explain the differences between informing and communicating.</li><li>→ Identify common challenges and best practices in informing workers.</li><li>→ Ensure workers are informed about information that's important to them.</li></ul>	<ul style="list-style-type: none"><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	15 minutes	English Chinese
	Communicating and Consulting with Workers	<ul style="list-style-type: none"><li>→ Define the meaning and importance of effective communication.</li><li>→ Identify worker communication channels that customers expect you to have in place.</li><li>→ Consult with workers to gather feedback.</li></ul>	<ul style="list-style-type: none"><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	17 minutes	English Chinese Bangla*



# Harassment and abuse

Course name	Learning objectives	Target audience	Length	Languages
<div>Essentials</div> <div>Preventing Bullying, Harassment, and Abuse</div>	<ul style="list-style-type: none"> <li>→ Define the meaning of bullying, harassment and sexual harassment.</li> <li>→ Recognise the negative effects of bullying and harassment on team morale.</li> <li>→ Identify approaches for handling cases of harassment.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	14 minutes	English, Chinese Spanish Portuguese Hindi
Recognizing Harassment and Discrimination	<ul style="list-style-type: none"> <li>→ Define workplace discrimination, harassment, and retaliation.</li> <li>→ Recognise examples of behavior considered discrimination or harassment.</li> <li>→ Describe the personal and organizational impacts of discrimination and harassment.</li> <li>→ Understand an employer's legal and ethical responsibilities to prevent and address discrimination.</li> <li>→ Explain the role of employees in maintaining a respectful and inclusive workplace.</li> <li>→ Know how and when to seek help or report concerns about discrimination, harassment, or retaliation.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> <li>• Vendors</li> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	22 minutes	English

# Health and safety

Course name	Learning objectives	Target audience	Length	Languages
Essentials Health and Safety Expectations	<ul style="list-style-type: none"> <li>→ Explain how safe work systems protect your company.</li> <li>→ Recognise the 8 key components of common health and safety codes.</li> <li>→ Identify the systems to put in place to meet requirements and demonstrate compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	26 minutes	English Chinese
Essentials Handling Chemicals	<ul style="list-style-type: none"> <li>→ Describe proper procedures to receive, transport, store, use, and dispose of chemicals used in manufacturing sites.</li> <li>→ Define the worker training needed to ensure procedures are carried out.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	16 minutes	English Chinese, German Spanish Vietnamese
Essentials Emergency Preparedness	<ul style="list-style-type: none"> <li>→ Create an emergency response plan.</li> <li>→ Maintain effective emergency detection, alarm, and suppression systems.</li> <li>→ Establish evacuation plans and conduct emergency evacuation drills.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	19 minutes	English Chinese
Assessing Chemical Risks	<ul style="list-style-type: none"> <li>→ Meet common customer requirements for mitigating chemical risks.</li> <li>→ Recognise potential chemical hazards in the workplace.</li> <li>→ Conduct a chemical risk assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	21 minutes	English Chinese
Controlling Chemical Risks	<ul style="list-style-type: none"> <li>→ Identify the types of controls for managing chemical risks.</li> <li>→ Describe the order of priority for implementing these controls.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	14 minutes	English Chinese
Electrical Safety Inspections	<ul style="list-style-type: none"> <li>→ Be prepared for an electrical safety inspection of your facility.</li> <li>→ Provide required electrical diagrams and documentation.</li> <li>→ Recognise common types of electrical findings and how to remediate them.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	17 minutes	English Chinese, Spanish Vietnamese

# Health and safety

Course name	Learning objectives	Target audience	Length	Languages
First Aid	<ul style="list-style-type: none"> <li>→ Set up a qualified team of First Aid responders.</li> <li>→ Identify the first aid equipment necessary to have on site.</li> <li>→ Put a process in place to respond to potential injuries before medical personnel can arrive on site.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	16 minutes	English Chinese Spanish Vietnamese
Hazardous Chemical Inventories	<ul style="list-style-type: none"> <li>→ Identify chemical hazards in your facilities.</li> <li>→ Develop a chemical inventory.</li> <li>→ Communicate chemical hazards to your workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	17 minutes	English Chinese
Health and Safety Management Systems	<ul style="list-style-type: none"> <li>→ Explain how health and safety management systems work.</li> <li>→ Develop effective procedures to maintain a safe workplace.</li> <li>→ Identify the role of management in promoting safety at work.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	26 minutes	English, Chinese Spanish, Bangla Vietnamese* Hindi, Japanese Portuguese German
Improving Your Dormitories	<ul style="list-style-type: none"> <li>→ Explain the standards for providing livable, clean, and safe dormitory environments.</li> <li>→ Identify the basic rights of workers who are living in factory-managed dormitories.</li> <li>→ Deploy good practices for staffing and the ongoing management of dormitories.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	24 minutes	English, Chinese Spanish*, Hindi Portuguese
Indoor Air Quality	<ul style="list-style-type: none"> <li>→ Know the definition and effects of air emissions.</li> <li>→ Be able to identify sources and types of air pollutants.</li> <li>→ Be familiar with requirements for managing air emissions in your facility.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	21 minutes	English Chinese Spanish*

# Health and safety

Course name	Learning objectives	Target audience	Length	Languages
Kitchen and Canteen Safety	<ul style="list-style-type: none"> <li>→ Identify requirements for operating kitchens and canteens.</li> <li>→ Maintain clean environments for preparing and serving food.</li> <li>→ Implement procedures to prevent food spoilage or poisoning.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	18 minutes	English Chinese
Building Safety	<ul style="list-style-type: none"> <li>→ Identify the warning signs of structural weakness.</li> <li>→ List the legal requirements and documentation needed to keep your buildings compliant.</li> <li>→ Describe where to locate heavy equipment and fall protection.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	19 minutes	English Chinese
Fire Safety	<ul style="list-style-type: none"> <li>→ Conduct fire safety assessments to identify hazards in your facility.</li> <li>→ Apply techniques to evaluate risks and prevent incidents.</li> <li>→ Prepare your facility to deal with fire emergencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	30 minutes	English, Chinese Spanish*, Hindi Vietnamese* Portuguese

# Hiring, disciplinary practices and termination

Course name	Learning objectives	Target audience	Length	Languages
Essentials The Hiring Process	<ul style="list-style-type: none"> <li>→ Explain the key steps in the hiring process.</li> <li>→ Identify potential hiring channels and their strengths and weaknesses.</li> <li>→ Explain key measures for managing the hiring process.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	16 minutes	English, Chinese Spanish, Hindi Vietnamese Portuguese
Essentials Disciplinary Practices and Termination	<ul style="list-style-type: none"> <li>→ Recognise the type of worker behaviour that justifies disciplinary action or termination.</li> <li>→ Create a fair and consistent disciplinary policy for your company.</li> <li>→ List the steps to follow when taking disciplinary action against workers.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	16 minutes	English Chinese
Effective Orientation Training	<ul style="list-style-type: none"> <li>→ Explain the objectives of an orientation program.</li> <li>→ Identify elements of an orientation program that integrates workers into your company.</li> <li>→ Deploy practices that reduce turnover and increase job satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	12 minutes	English Chinese
Preparing Workers for Success	<ul style="list-style-type: none"> <li>→ Identify how a worker's first impression of their new job affects productivity and retention.</li> <li>→ Explain how to prepare for a new worker's arrival.</li> <li>→ Create a positive work environment for new workers.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	14 Minutes	English Chinese Spanish*
Worker Retention Plans	<ul style="list-style-type: none"> <li>→ Identify the costs of turnover.</li> <li>→ Design strategies to improve retention.</li> <li>→ Develop a worker retention plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> </ul>	20 minutes	English Chinese

# Hours of work

Course name	Learning objectives	Target audience	Length	Languages
Essentials	Meeting Working Hour Standards	<ul style="list-style-type: none"><li>Manufacturers and producers</li><li>Service providers</li></ul>	24 minutes	English, Chinese* Spanish*, Hindi* Portuguese* German*
	Working Hours Management Systems	<ul style="list-style-type: none"><li>Manufacturers and producers</li></ul>	17 minutes	English, Chinese Portuguese Hindi
	Working Hours Recording Systems	<ul style="list-style-type: none"><li>Recognise which activities should be included in working hour calculations.</li><li>Explain best-practices for accurately tracking working hours.</li><li>Establish processes for controlling, reporting and crosschecking working hours.</li></ul>	<ul style="list-style-type: none"><li>Manufacturers and producers</li></ul>	13 minutes

# Legislation and initiatives

Course name	Learning objectives	Target audience	Length	Languages
Minerals Due Diligence and Reporting	<ul style="list-style-type: none"> <li>→ Identify minerals subject to due diligence requirements.</li> <li>→ Be aware of issues surrounding the minerals supply chain.</li> <li>→ Report on minerals due diligence.</li> </ul>	<ul style="list-style-type: none"> <li>• Vendors</li> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	22 minutes	English Chinese* Spanish* German*
Supply Chain Security (CTPAT)	Identify the CTPAT Minimum Security Criteria, including: <ul style="list-style-type: none"> <li>→ a. Corporate Security (including Cybersecurity)</li> <li>→ b. Transportation Security (including Agricultural)</li> <li>→ c. People and Physical Security</li> </ul>	<ul style="list-style-type: none"> <li>• Vendors</li> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	28 minutes	English Chinese
Understanding the EU Deforestation Regulation	<ul style="list-style-type: none"> <li>→ Explain the importance of halting deforestation and the role companies can play in mitigating deforestation risks.</li> <li>→ Understand the significance of the EUDR.</li> <li>→ Recognize how EU customers may reach out to you to achieve compliance with EUDR.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and Producers</li> <li>• Vendors</li> <li>• Brands and retailers</li> <li>• Service providers</li> </ul>	16 minutes	English Chinese
Understanding the European Corporate Sustainability Reporting Directive (CSRD)	<ul style="list-style-type: none"> <li>→ Explain the changes to reporting under the new law.</li> <li>→ State which and when companies will need to comply.</li> <li>→ Identify the key aspects to report.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and Retailers</li> </ul>	8 minutes	English

# Management systems

Course name	Learning objectives	Target audience	Length	Languages	
Essentials	Management Systems	<ul style="list-style-type: none"><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	20 minutes	English Chinese	
					→ Explain the benefits of a good social responsibility management system.
					→ Recognise the 12 key components of common social responsibility management systems.
	→ Identify the systems to put in place to meet requirements and demonstrate compliance.				
Corrective Action Plans	→ Develop an effective Corrective Action Plan in response to a Social and Environmental Compliance Assessment.	<ul style="list-style-type: none"><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	19 minutes	English, Chinese Spanish Vietnamese Japanese Portuguese* German	
	→ Conduct a thorough root cause analysis.				
	→ Implement a Corrective Action Plan focused on continuous improvement.				
Remediation Plans for Farms	<ul style="list-style-type: none"><li>→ Explain the purpose and benefits of a remediation plan.</li><li>→ Implement the appropriate steps to create an effective remediation plan.</li><li>→ Identify root causes of findings and choose effective corrective actions.</li></ul>	<ul style="list-style-type: none"><li>• Manufacturers and producers</li></ul>	19 minutes	English Chinese Spanish	
Supply Chain Traceability	→ Define supply chain transparency and traceability.	<ul style="list-style-type: none"><li>• Vendors</li><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	22 minutes	English, Chinese Spanish Portuguese German Vietnamese	
	→ Understand why it is important to customers.				
	→ Identify the benefits to suppliers.				
	→ Recognise what’s required to prove traceability in the supply chain.				



# Non-discrimination

Course name	Learning objectives	Target audience	Length	Languages
Essentials	Introduction to Human Rights Due Diligence	<ul style="list-style-type: none"><li>• Brands and retailers</li><li>• Vendors</li><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	16 minutes	English, Chinese Japanese Italian*, French* Spanish Portuguese* German Vietnamese Indonesian
	Empowering Women	<ul style="list-style-type: none"><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	14 minutes	English Chinese

# Quality management

Course name	Learning objectives	Target audience	Length	Languages
Final Quality Inspection	<ul style="list-style-type: none"><li>→ Identify the fundamentals of conducting Final Quality Audits.</li><li>→ Establish common quality metrics, processes, terminology and goals throughout your company.</li><li>→ Recognise the role of inspection in a Quality Management System.</li></ul>	<ul style="list-style-type: none"><li>• Manufacturers and producers</li></ul>	90 minutes	English Chinese

# Subcontracting and homework

Essentials	Course name	Learning objectives	Target audience	Length	Languages
	Responsible Subcontracting	<ul style="list-style-type: none"><li>→ Understand the importance of responsible subcontracting.</li><li>→ Be aware of the risks when outsourcing production to another company.</li><li>→ Recognise the key components of a responsible subcontracting management system.</li></ul>	<ul style="list-style-type: none"><li>• Manufacturers and producers</li></ul>	16 minutes	English, Chinese Spanish*, Hindi Vietnamese* Japanese Portuguese German

# Supplier management

Course name	Learning objectives	Target audience	Length	Languages
Developing a Supplier Code of Conduct	<ul style="list-style-type: none"> <li>→ Explain the benefits of having a Code of Conduct.</li> <li>→ Identify the categories and topics of a comprehensive code.</li> <li>→ Develop a best-in-class Code of Conduct.</li> </ul>	<ul style="list-style-type: none"> <li>• Vendors</li> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	30 minutes	English, Chinese Spanish Vietnamese* Portuguese
Ethical Sourcing	<ul style="list-style-type: none"> <li>→ Explain the importance of ethical sourcing to key stakeholders.</li> <li>→ Identify the systems to put in place to manage ethical sourcing in your supply chain.</li> <li>→ Take steps to improve supplier ethical performance.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> <li>• Vendors</li> <li>• Service providers</li> </ul>	19 minutes	English, Chinese Spanish Vietnamese Portuguese
Responsible Purchasing	<ul style="list-style-type: none"> <li>→ Explain how certain purchasing practices contribute to poor working conditions.</li> <li>→ Incentivize responsible practices at your suppliers.</li> <li>→ Promote responsible purchasing in your company.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> </ul>	22 minutes	English Chinese, Spanish Portuguese German
Supplier Ownership	<ul style="list-style-type: none"> <li>→ Reward socially responsible suppliers with more business.</li> <li>→ Build long-term supplier relationships by investing in strategic suppliers.</li> <li>→ Help suppliers to build management systems for ongoing improvements.</li> </ul>	<ul style="list-style-type: none"> <li>• Vendors</li> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	69 minutes	English Chinese
Supply Chain Engagement	<ul style="list-style-type: none"> <li>→ Describe the importance of corporate responsibility.</li> <li>→ Recognise the basic elements of a supply chain responsibility program.</li> <li>→ Explain your role in promoting responsible supply chain practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> </ul>	20 minutes	English German

# Supplier management

Course name	Learning objectives	Target audience	Length	Languages
Supply Chain Training	<ul style="list-style-type: none"> <li>→ Review the key steps for designing CSR courses.</li> <li>→ Learn effective practices for implementing a training program.</li> <li>→ Learn strategies for evaluating training program effectiveness.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Brands and retailers</li> <li>• Vendors</li> <li>• Service providers</li> </ul>	14 minutes	English Chinese
Supply Chain Monitoring	<ul style="list-style-type: none"> <li>→ Set up and maintain a supplier database.</li> <li>→ Identify strategic suppliers.</li> <li>→ Access ways to gather supplier information.</li> <li>→ Establish KPIs that continuously improve supplier performance.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> <li>• Vendors</li> <li>• Service providers</li> </ul>	20 minutes	English, Chinese Spanish Portuguese Vietnamese

# Transparency and business integrity

Course name	Learning objectives	Target audience	Length	Languages
Essentials Transparency and Business Integrity	<ul style="list-style-type: none"> <li>→ Demonstrate transparency during an audit.</li> <li>→ Incorporate the major requirements of your customers into your business.</li> <li>→ Show integrity in your everyday activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> <li>• Vendors</li> </ul>	21 minutes	English, Chinese Portuguese* Hindi* Vietnamese
Applying Ethics	<ul style="list-style-type: none"> <li>→ Explain how good ethical practices protect your company.</li> <li>→ Recognise the 8 key components of common ethics codes.</li> <li>→ Put in place systems to meet requirements and demonstrate compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	12 minutes	English Chinese
Preparing for an Assessment	<ul style="list-style-type: none"> <li>→ Explain the purpose of a social and environmental compliance assessment.</li> <li>→ Meet transparency expectations of assessors and clients.</li> <li>→ Be prepared for the key stages of a social and environmental compliance assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	20 minutes	English, Chinese Hindi, Spanish German Vietnamese
Resisting Bribery	<ul style="list-style-type: none"> <li>→ Meet the requirements of international anti-bribery laws.</li> <li>→ Prepare employees to respond to bribery demands.</li> <li>→ Put in place anti-bribery provisions to protect your company.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> <li>• Vendors</li> </ul>	26 minutes	English Chinese
Transparency Verification	<ul style="list-style-type: none"> <li>→ Explain common transparency issues when auditing a facility.</li> <li>→ Identify and confirm inconsistencies in facilities records.</li> <li>→ Determine whether a facility is transparent, non-transparent, or inconclusive.</li> </ul>	<ul style="list-style-type: none"> <li>• Brands and retailers</li> <li>• Vendors</li> </ul>	25 minutes	English Chinese

# Wages and benefits

Course name	Learning objectives	Target audience	Length	Languages
<div data-bbox="71 339 114 572" data-label="Text">Essentials</div> <div data-bbox="135 422 397 486" data-label="Text">Managing Wages and Benefits</div>	<ul style="list-style-type: none"> <li>→ Compensate workers in accordance with minimum wage laws and collective bargaining agreements.</li> <li>→ Communicate how wages are calculated in contracts and pay slips.</li> <li>→ Know standards for providing workers with all legally-mandated benefits including bonuses, allowances, sick leave, annual leave, and maternity and paternity leave.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	18 minutes	English Chinese Spanish* Vietnamese*
<div data-bbox="135 634 415 662" data-label="Text">China Social Insurance</div>	<ul style="list-style-type: none"> <li>→ Comply with social insurance law.</li> <li>→ Describe the basic social insurance requirements.</li> <li>→ Identify gaps in your current social insurance practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturers and producers</li> <li>• Service providers</li> </ul>	18 minutes	English Chinese

# Young workers and child labour

Course name	Learning objectives	Target audience	Length	Languages	
Essentials	Working with Students and Young Workers	<ul style="list-style-type: none"><li>→ Recognise how to employ young workers and students in a way that follows the law.</li><li>→ Protect the health, education and wellbeing of young workers at your facility.</li><li>→ Set up management systems and internal controls to protect young workers.</li></ul>	<ul style="list-style-type: none"><li>• Manufacturers and producers</li><li>• Service providers</li></ul>	18 minutes	English, Chinese Portuguese Hindi, Spanish Vietnamese
	Recognizing Child Labor	<ul style="list-style-type: none"><li>→ Define child labour in its worst forms.</li><li>→ Recognise the causes and consequences of child labour.</li><li>→ Identify the international standards and understand what steps your company can take to tackle the issue of child labour.</li></ul>	<ul style="list-style-type: none"><li>• Brands and retailers</li><li>• Vendors</li><li>• Service providers</li></ul>	21 minutes	English Chinese Spanish Vietnamese
	Child Labor Due Diligence	<ul style="list-style-type: none"><li>→ Define what child labour due diligence is.</li><li>→ Explain the elements of a robust and effective child labour policy.</li><li>→ Demonstrate how to create, implement and manage a child labour policy aligned with relevant legislation.</li></ul>	<ul style="list-style-type: none"><li>• Brands and retailers</li><li>• Vendors</li></ul>	19 minutes	English Chinese

\*Alternate version



## Section 2

# Learning plans



# Improving Supplier Performance

Description	Courses	Details
<p>Are clients asking you to take on the responsibility of improving the environmental and working conditions in your supply chain?</p> <p>You may remember when clients bypassed you and audited your sites directly. Suppliers waited for audit results and reacted to non-conformance issues found. This has changed.</p> <p>Now, clients are increasingly expecting you to be proactive about improving your suppliers' performance. They're asking you to commit to transparency and manage your own supply chain risks. We developed this learning plan to help you meet client expectations.</p> <p>This learning plan includes a combination of assessments, animated courses, and webinar recordings and will take approximately 7 hours to complete. You can stop and resume learning at any point. We recommend that you complete the learning plan over multiple sessions.</p> <p><b>Learning objectives</b></p> <p>By the time you complete this learning plan, you will be able to:</p> <ol style="list-style-type: none"><li>1. Develop and implement programs that improve the environmental and social conditions in your supply chain.</li><li>2. Build long-term, sustainable supplier relationships that follow the principles of ethical sourcing.</li><li>3. Decrease environmental, social, and governance (ESG) risks in your supply chain by effectively monitoring suppliers.</li><li>4. Verify that suppliers are being transparent and providing you with traceability documentation.</li></ol>	<ol style="list-style-type: none"><li>1. Improving Supplier Performance – Pre-assessment</li><li>2. Supplier Ownership</li><li>3. Ethical Sourcing</li><li>4. Developing a Supplier Code of Conduct</li><li>5. Supply Chain Monitoring</li><li>6. Assessing Suppliers and Customers - Survey</li><li>7. Supply Chain Traceability</li><li>8. Transparency Verification</li><li>9. Improving Supplier Performance – Webinars</li><li>10. Improving Supplier Performance – User Uploads</li><li>11. Improving Supplier Performance – Post-assessment</li></ol>	<p>→ For vendors, manufacturers and producers</p> <p>→ English and Chinese</p> <p>→ 7 hours</p>

# Developing Supervisor Skills

Description	Courses	Details
<p>Are you looking for a way to arm site supervisors with the skills they need to manage safe, productive, and engaging workplaces that achieve production targets?</p> <p>Deploying eLearning training can be difficult at the site supervisor level. That’s why we’ve created this collaborative facilitator-led learning plan. It provides all the resources needed for facilitators to guide supervisors through training at your manufacturing and production sites.</p> <p>Sites will need to identify who is eligible for the training and secure a meeting space equipped with internet and a monitor or projector. Participants will view eLearning courses together and are encouraged to ask questions, share experiences, and learn from one another during quizzes and group activities.</p> <p><b>Learning objectives</b></p> <p>By the time you complete this learning plan, you will be able to:</p> <ol style="list-style-type: none"><li>1. Overcome workplace conflicts by improving communication and effectively managing feedback.</li><li>2. Create a safe, respectful, and productive working environment for all workers and supervisors.</li><li>3. Lead efficient and engaging pre-shift meetings that focus on meaningful production targets.</li></ol>	<ol style="list-style-type: none"><li>1. Developing Supervisor Skills – Facilitators Resources</li><li>2. Handling Feedback</li><li>3. Providing Feedback</li><li>4. Resolving Conflict</li><li>5. Preventing Bullying, Harassment, and Abuse</li><li>6. Motivating Workers</li><li>7. Health and Safety for Supervisors</li><li>8. Pre-shift Meetings</li><li>9. Developing Supervisor Skills– Survey</li></ol>	<p>→ For manufacturers and producers</p> <p>→ English, Chinese and Spanish</p> <p>→ 4 hours</p>

# Effectively Managing Chemicals

Description	Courses	Details
<p>Chemicals are used in almost every step of the manufacturing process. They are used in agriculture as crop fertilisers and pesticides. Because some of these chemicals can be hazardous to human and environmental health, you must be particularly diligent when receiving, using, transporting, storing, and disposing of them.</p> <p>That's why we are bringing you this learning plan to help you effectively manage chemicals in your workplaces.</p> <p>It includes a series of animated courses aimed at building and implementing a chemical management system. Plus we've included an additional tool on chemical hazard identification—and a way for you to showcase evidence that you are upholding expectations of transparency and safety when it comes to chemicals.</p> <p>It will take approximately 3 hours to complete this learning plan. You can stop and resume learning at any point. We recommend that you complete the learning plan over multiple sessions.</p> <p><b>Learning objectives</b></p> <p>By the time you complete this learning plan, you will be able to:</p> <ol style="list-style-type: none"><li>1. Implement a chemical management program that complies with legal and customer requirements.</li><li>2. Identify, assess, and control chemical hazards at your facility.</li><li>3. Ensure the safe use, transport, storage and disposal of chemicals to prevent human and environmental harm.</li></ol>	<ol style="list-style-type: none"><li>1. Effective Managing Chemicals – Pre-assessment</li><li>2. Hazardous Chemicals Inventories</li><li>3. Identifying GHS Chemical Hazard Labels</li><li>4. Assessing Chemical Risks</li><li>5. First Aid</li><li>6. Controlling Chemical Risks</li><li>7. Handling Chemicals</li><li>8. Fire Safety</li><li>9. Effective Managing Chemicals – User Uploads</li><li>10. Effective Managing Chemicals – Post-assessment</li></ol>	<div><div>→</div><div>For manufacturers and producers</div></div> <div><div>→</div><div>English and Chinese</div></div> <div><div>→</div><div>3 hours</div></div>