



SERVICES LEAD CERTIFICATION

The Services Lead Certification Program is intended for individuals who work for service providers that will be tasks with implementing Responsible Business Alliance (RBA) Code requirements at their work sites. It is a professional designation to help RBA members, their service partners, and other interested parties understand common standards and labor issues related to some service industries.

TRAINING CONTENT INCLUDES:

- The RBA Code of Conduct and how to apply it in services locations
- Industry Standards
- Elements of an effective Worker Communication Program
- Ensuring Health and Safety
- Understanding Chemical Management
- Improving Working Conditions
- Recognizing Forced Labor
- RBA Validated Assessment Program (VAP)
- Corrective Action Plan (CAP) Management

BENEFITS INCLUDE:

- Completion of these courses increases knowledge of social and environmental standards
- Provides attendees with an understanding of the RBA Code and an RBA assessment
- Certificate is valid for 2 years from completion of courses and testing
- Name listed on RBA's member only website on a list of Certified RBA Services Leads
- Invitation to RBA Events and Webinars
- Support RBA members' indirect spend suppliers who will be assessed

The core curriculum takes about 20-25 hours to complete, and it can be taken entirely online in the RBA's Learning Academy at the learner's own pace. **Good candidates for the program include:**



STAFF MEMBERS

at service providers subject to an RBA assessment



CORPORATE EMPLOYEES

who manage sub-contractors or outsourced service providers



CORPORATE EMPLOYEES

who manage the responsible sourcing of indirect suppliers

PRICING:

\$500 per person for member companies and \$800 per person for non-RBA member companies
Group pricing available – please contact training@responsiblebusiness.org to discuss