

## Global Leader in Training

Management Solutions for Management Development

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# Assessing and Managing Social Impacts in the Processing Industry

## Syllabus / Course Outline

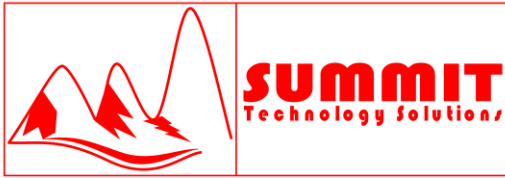
### 1. Course Description

This course provides participants with practical tools and frameworks to identify, assess, and manage social impacts arising from operations in the processing industry (including palm oil, chemical, food, oil & gas, and manufacturing). Participants will learn how industrial activities affect local communities, workers, supply chains, and stakeholders — and how to mitigate risks through responsible management practices. The course emphasizes compliance, stakeholder engagement, social risk analysis, and sustainable operational decision-making.

### 2. Learning Objectives

By the end of the course, participants will be able to:

- Understand social impact concepts within the context of the processing industry.
- Identify potential social risks and impacts associated with operations and supply chains.
- Conduct structured Social Impact Assessments (SIA).
- Engage effectively with stakeholders, including local communities and workers.
- Implement mitigation measures to reduce negative impacts.
- Strengthen compliance with industry standards, ESG requirements, and social responsibility expectations.
- Develop monitoring and reporting methods for social impact management.
- Create a practical action plan to integrate social impact considerations into operations.



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### 3. Target Audience

- Operations Managers, Supervisors, Engineers
- Sustainability, CSR, and ESG teams
- EHS (Environment, Health & Safety) personnel
- Human Resources & Compliance officers
- Quality, Supply Chain, and Production leaders
- Anyone responsible for stakeholder engagement or social performance

### 4. Course Outline

#### Module 1: Introduction to Social Impact in the Processing Industry

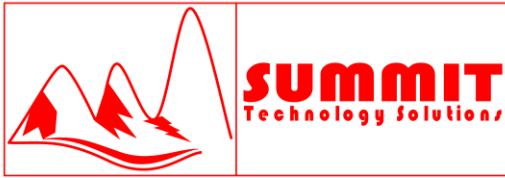
- What is social impact?
- Social risks linked to industrial operations
- Industry standards, ESG expectations, and regulatory trends
- Importance of social responsibility for operational sustainability

#### Module 2: Understanding Social Risks

- Community-related risks
- Worker welfare issues
- Supply chain risks (contractors, migrant workers, sourcing)
- Human rights considerations

#### Module 3: Social Impact Assessment (SIA) Framework

- Steps in conducting SIA
- Identifying affected groups and stakeholders
- Collecting social baseline data



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- Tools for social impact identification and scoring

### **Module 4: Stakeholder Engagement & Communication**

- Mapping stakeholders
- Principles of effective engagement
- Engaging communities, workers, and authorities
- Managing concerns, grievances, and expectations

### **Module 5: Mitigation & Management Measures**

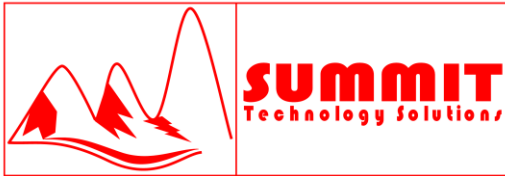
- Designing mitigation plans
- Community programs & social investment
- Worker welfare initiatives
- Enhancing safety, transparency, and trust

### **Module 6: Monitoring & Reporting Social Performance**

- Key Social Performance Indicators (SPIs)
- Audits, tracking tools, and compliance requirements
- Documentation and reporting for ESG and SIA
- Corrective actions and continuous improvement

### **Module 7: Social Impact in Supply Chains**

- Contractor and supplier social compliance
- Responsible sourcing principles
- Social risks in procurement and logistics
- How to manage external stakeholder impacts



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### **Module 8: Case Studies in the Processing Industry**

- Real examples from palm oil, food, chemical, and oil & gas sectors
- Lessons learned from social impact failures
- Best practices from high-performing companies

### **Module 9: Action Plan & Integration into Operations**

- Developing a site-level or company-level social impact plan
- Roles and responsibilities
- Monitoring timeline and KPIs
- Commitment to sustainable social performance