

Responsible Sourcing - Ethics & Compliance Team



Responsible Sourcing Supplier Reinstatement Requirements & Process

Updated July 2023



Introduction

- Suppliers and facilities that have been terminated from doing business with Flipkart Group due to violations of the Standards for Suppliers may, in some cases, be reinstated if they meet certain requirements.
- Violations of the Standards for Suppliers are managed by the Global Supplier Ethics Case Management Team.
- Communication of such termination would have been provided to the supplier and/or facility via email from Rsgscin@flipkart.com. Any other termination from Flipkart Group is not included under this process.

Reinstatement Pre-Requisites

Timing:

- A supplier may not be reinstated sooner than 12 months from the date its business with Flipkart Group ended.
 - (the date on which Flipkart Group last received product from the supplier, regardless of the date on which the supplier was notified of the termination).
- A facility may not be reinstated sooner than 12 months from the date it was made inactive in FAS.

Business support:

- The recommendation shall include documentary evidence of merchant and/or sourcing support for the reinstatement request at the *VP level or above* within the market and product category to be supplied.

RS Compliance support:

- To initiate the reinstatement process, suppliers must have detailed information to satisfy each of the requirements on the next page.
- Work with your Responsible Sourcing Compliance (RSC) team to collect the documentation to enable RSC to make a recommendation to Global Supplier Ethics Case Management Team (CMT) on the viability of the reinstatement request.
 - This recommendation should address whether there was sufficient improvement to proceed with the reinstatement process.
 - To do so, RSC may interview supplier/facility management, visit any relevant facilities, review recent audit results or other documents, or perform other research and analysis.

Reinstatement Requirements

The Supplier must:

1. Identify the terminated facility the supplier wishes to reinstate and/or any new facilities they propose using;
2. Provide a current RS audit, from an approved program, with a yellow or green assessment for each identified facility;
3. State the specific violations that resulted in termination and describe in detail what has been done to remediate those violations.
4. Describe the new management practices and monitoring systems that improve the likelihood of continued compliance;
5. Certify that they are aware of Flipkart Group's Standards, they have been given an opportunity to seek clarification and ask any questions they may have about Flipkart Group's Standards, and that their supply chain is fully compliant.
6. Provide a description of the product category, department, and market into which the facility or supplier wishes to sell; and
7. Provide support from Flipkart Group merchants and/or sourcing at the VP level or above.
8. If requested, complete training and education for supplier and facility on required performance standards and practices.