

Responsible Sourcing Compliance & Supply Chain Security Supplier Onboarding Guide

1. Review the Standards for Suppliers

Flipkart Group's Standards for Suppliers set expectations for anyone that supplies product to Flipkart Group, as well any agents they use. Suppliers are responsible for compliance with these Standards throughout their operations and throughout the entire product supply chain.

[Review the Standards for Suppliers](#)

2. Disclose Facilities

Responsible Sourcing Disclosure Requirements

Suppliers who manufacture the following types of merchandise for Flipkart Group or any of its subsidiaries, as well as all e-commerce platforms, will fall in scope for facility disclosure:

- Private Brand Items
- Exclusive Brand Items
- Direct Import Items (Flipkart Group or any of its subsidiaries will be importer of record)
- Flipkart Group Branded Goods Not For Resale (GNFR)
- Flipkart Group Designated or Nominated Facility

The facility(ies) which the Supplier should disclose are those engaged in the following production stages:

1. Primary or subcontracted production involving substantial transformation facilities and
2. Any facility further processing the transformed product.

[Review Facility Disclosure Policy](#)

Supply Chain Security (SCS) Disclosure Requirements

Suppliers must disclose all facilities involved in the production of goods (includes not only finished, salable product, but also bulk or raw material products) where Flipkart Group will be the importer of record (Direct Import items). This includes:

- The facility where the goods are substantially transformed into the goods Flipkart Group sells
- Any facility where the goods are packed into cartons
- Any physical location between the place where the goods are packed and the place where the goods are loaded into a container (e.g., a warehouse)
- Any facility where the goods are loaded into a container.

[Review Facility Disclosure Information](#)

HOW TO DISCLOSE FACILITIES

Retail Link > Apps > S > Supplier Profile. Scroll to Factory Overview > Request New Factory

[Non-Retail Link Users](#)

SUPPLIER PROFILE MAINTENANCE

Suppliers are responsible for maintaining their facility list, including active or nonactive facilities, and keeping all contact information up to date.

[Update Your Supplier Contact Info.](#)



3. Audit Requirements for Facilities

We require social and supply chain security (SCS) audits based on the risk level of the region/territory where facilities are located. We maintain a current list of regions/territories organized by risk category:

- [Region/Territory risk list](#) for Responsible Sourcing and Supply Chain Security.

Prequalification Requirements

For both social and SCS audits, there are prequalification requirements that must be met BEFORE production can begin:

- All new direct import facilities located in a Category 1 or 2 region/territory must prequalify by receiving a Green, Yellow, or Orange audit assessment rating.
- All new facilities used by domestic suppliers or direct import facilities located in a Category 3 region/territory, must prequalify by receiving a Green or Yellow audit assessment rating.

Responsible Sourcing Social Audit Requirements

- Facility must maintain a valid audit conducted by one of the approved 3rd party audit programs.
- The audit must be conducted by an APSCA-certified auditor
- Address all non-compliances identified in the audit program report in the manner specified by the audit program

Supply Chain Security (SCS) Audit Requirements

- All direct import facilities are required to have a security audit conducted and renewed before the audit due date.
- To request and schedule a security audit, please email the Supplier & Facility Administration team at RSSFAAM@Flipkart

[View Additional SCS Information](#)

[View Approved Audit Programs and Steps to Complete Audit Requirements](#)

4. Review Facility Audit Assessment(s)

Flipkart Group reviews audit reports and assigns the facility a color rating based on the audit program's evaluation and Flipkart Group's review. The most common facility ratings are:

Green

Audits indicating a high level of compliance with the Standards for Suppliers

Yellow

Audits indicating general compliance with the Standards for Suppliers

Orange

Audits indicating more serious violations of the Standards for Suppliers

Red

Findings of serious violations that may result in temporary or permanent facility termination

*Three consecutive Orange ratings may result in a Red rating.

- **Rating Upgrade:** Yellow and Orange facilities are expected to improve their assessment rating with remediation verified by the audit program.

[View the Audit and Assessment Policy and Guidance](#)

