



# Amazon Supply Chain Standards Manual

*This Supply Chain Standards Manual ("Manual") provides guidance for all suppliers of goods and services for Amazon and Amazon's subsidiaries, including providers, vendors, selling partners, contractors, and subcontractors ("Suppliers"), to ensure that their practices meet and exceed the expectations in Amazon's Supply Chain Standards. This document is intended to be a supplemental resource to build Supplier knowledge. It does not modify or supersede any of the requirements specified in Amazon's Supply Chain Standards. Suppliers are expected to comply with the Supply Chain Standards and applicable laws and regulations.*



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# Introduction

## What are Amazon's Supply Chain Standards?

Amazon's Supply Chain Standards ("the Standards") are foundational to how we embed respect for human rights throughout our business activities and relationships.

Our commitment and approach are informed by leading international standards and frameworks developed by the United Nations (UN) and the International Labour Organization (ILO). Amazon is committed to respecting and supporting the UN Guiding Principles on Business and Human Rights, the UN Universal Declaration of Human Rights, the Core Conventions of the ILO, and the ILO Declaration on Fundamental Principles and Rights at Work. These Standards are derived from the above internationally recognized principles, standards, and frameworks. When interpreting these Standards, we follow UN and ILO guidance materials and definitions.



The Standards are grounded in principles of inclusivity, continuous improvement, and supply chain accountability. We engage with Suppliers that are committed to these same principles and Suppliers commit to these standards as a condition of doing business with us. We update these standards at least every three years, working with external stakeholders to align requirements with current best practices and regulatory standards. A commitment to these Standards is included in all purchase or service agreements with Amazon.

Find the [full text of the Standards](#) online; the Standards are available in more than 20 languages.

## Who needs to comply with Amazon's Supply Chain Standards? Are there any exceptions?

Any third party producing a product sold in our stores, or providing a product or service to Amazon, must comply with these standards.

Suppliers must follow all applicable laws and regulations and must support Amazon to do the same, including by complying with any requests from Amazon related to compliance with laws and regulations. When applicable law conflicts with these Standards, Suppliers must follow the law while finding ways to respect the principles of internationally recognized human rights and the expectations contained in the Standards.

## Audit Requirements and Legal / Regulatory Expectations

Amazon may audit Suppliers during onboarding and periodically thereafter to understand social and environmental performance. Assessments cover four categories: Labor, Health and Safety, Environment, and Ethics. Audits are a tool to help suppliers identify and address issues related to Amazon's Standards. Suppliers may also be required to meet additional legal and regulatory requirements. For example, if required by law, Suppliers must engage in human rights and environmental due diligence to identify, prioritize, and address their most salient risks.

### Audit Requirements

If requested, Suppliers must submit an Amazon-approved audit of their facilities before providing Amazon with products, labor, or other services. Suppliers can 1) submit an audit from an approved industry association, or 2) complete an Amazon Managed Audit.

We partner with a variety of industry associations; these organizations help Suppliers minimize audit duplication, and redeploy resources to address issues and continuously improve.

What to expect during an audit:

- Site inspection of all areas of the site and any employer-provided living quarters.
- Confidential worker interviews or surveys conducted without site management present.
- Review and analysis of site documents or licenses to assess workers' age, contracts, compensation, working hours, and workplace conditions.
- Identification of past compliance issues and areas for improvement.
- Development of a corrective action plan.
- Review of remediation measures.

Suppliers are expected to be transparent and provide auditors with prompt access to facilities, records, and workers, including temporary and contingent workers. If an audit uncovers issues, Amazon may conduct announced or unannounced on-site verification or request additional documentation to track remediation efforts.

Depending on the issues found, Suppliers may be assessed multiple times a year, including follow-up

assessments to address specific findings. Upon completion of an assessment, Suppliers must promptly provide a detailed remediation plan for each identified issue.

Amazon operates on a policy of continuous improvement. Although we reserve the right to terminate a relationship at any time for failure to meet our Standards, in most cases, termination will occur when a supplier refuses to cooperate with an assessment, refuses to change behaviors or practices, or does not make meaningful progress on remediation.



### Audit Preparation Tips

- **Understand:** We expect suppliers to review and understand our Standards. Audits are designed to identify existing and potential issues and make improvements. We expect Suppliers to be open and transparent during audits.
- **Prepare:** Suppliers should evaluate their facilities and operations to identify gaps between current working conditions and Amazon's Standards.
- **Get help:** Suppliers can use external resources, complete a self-assessment, or engage an industry initiative.

## Accepted Audits

### Industry Association Audits

Industry Association Audits are third-party social compliance initiatives and multi-stakeholder programs; they are accepted widely by brands across many industries.

Amazon currently accepts audits from the following Industry Associations:

- [amfori BSCI](#)
- [Better Work \(BW\)](#)
- [Responsible Business Alliance \(RBA\)](#) (Amazon only accepts RBA VAP audits, we do not accept RBA SVAP audits)
- [Sedex Members Ethical Trade Audit \(SMETA\)](#)
- [SA8000 Standard](#)
- [Social and Labor Convergence Program \(SLCP\)](#)

When Amazon has requested an audit, Amazon will not accept facility certifications, seals of compliance, self-assessments, partial reports, or ratings in place of the full audit of the facility.

If suppliers submit an audit conducted by an approved industry association, we retain the right to determine whether an audit demonstrates that a facility meets our Standards.

We will review the audit report and inform the Supplier if the results meet our standards. If not, Suppliers will need to submit a follow-up audit demonstrating that any findings have been resolved.

For more information about industry association audits, including how to order an audit, contact [sr-support@amazon.com](mailto:sr-support@amazon.com).\*

### Amazon Managed Audits

Amazon Managed Audits are performed by authorized third-party audit firms on Amazon's behalf. Amazon works closely with experienced and qualified auditors to utilize industry and region-specific knowledge to evaluate working conditions.

Before an audit is conducted, Amazon may notify Suppliers of the upcoming audit. Amazon reserves the right to conduct audits that are announced, semi-announced, or unannounced with or without prior notification.

Suppliers must grant auditors access to:

- All buildings under business license, including but

not limited to production facilities, warehouses, management offices, employer-provided dormitories, and canteens.

- Applicable documents, such as employment-related records (including those for contracted or temporary workers).
- Workers and site management for interviews.

Amazon audits can take a full working day or more, depending on the size of the facility. Facility personnel and labor agency representatives involved in the audit are expected to be available during the audit. Upon completion, the auditor will share a Findings Summary with the Supplier, identifying any issues that need to be corrected immediately. Following the audit, Amazon will send a request to complete a Corrective Action Plan, if required.

### Building, Electrical, Fire, and Structural Safety Program (BEFS)

Amazon's Building Electrical, Fire, and Structural Safety (BEFS) program is an issue-specific assessment to identify and remediate structural, electrical, and fire safety issues. This assessment goes beyond the coverage of a traditional social compliance audit to dive deep on safety issues covered in Amazon's Supply Chain Standards, and to identify areas of improvement for factories in scope.

BEFS assessments are a mandatory requirement for all new sites located in Bangladesh. BEFS assessments are also required for sites in Pakistan and Cambodia, on an annual basis. This scope is subject to change.

BEFS assessments are initiated by Amazon. When Amazon reaches out to Suppliers for BEFS assessments, Suppliers are required to cooperate with a nominated third party to schedule the assessment. Like a traditional audit, Suppliers are also required to cooperate and be transparent with the third party on the day of the assessment. Once the assessment is complete, Amazon will issue a corrective action plan, and Suppliers are required to submit regular progress updates on their remediation.

\*If your Amazon point of contact is located in Japan, please email [sr-support@amazon.co.jp](mailto:sr-support@amazon.co.jp)

## Prevention

Reading and understanding our Standards is one of the most important steps Suppliers can take to mitigate risks in their operations. Risk management is key to preventing issues and protecting rightsholders.



### Tip

Purchasing and production practices, such as sales, capacity planning, and raw material purchasing may impact workers. Amazon's suppliers should consider the following when engaging with their own suppliers:

- Costing, payment terms, and production timelines can impact your supplier's ability to pay legally-required wages and avoid excessive overtime; these practices can also prevent the use of undisclosed subcontractors;
- Any changes to purchase orders should be made with sufficient notice for production managers to plan accordingly without causing excessive overtime;
- Communication with your Suppliers and should be frequent and timely, to allow for adjustments and to support a sustainable business relationship.

### Gap Analysis

To better understand how a facility's practices adhere to Amazon's Standards, Suppliers should conduct a gap analysis. After reading Amazon's Standards, Suppliers should gather information and data about the current state of their facilities and operations, including relevant performance indicators. Analyzing this data against Amazon's requirements will help to identify discrepancies between the current state and the desired level of compliance. Suppliers can then prioritize identified gaps based on their risk level and create action plans to reduce and eliminate gaps.

### Policies and Internal Controls

Suppliers should establish policies and internal controls to support their conformity with Amazon's Standards. Written policies and control procedures are foundational to ensuring consistent risk prevention and continuous improvement. This section provides examples of policies and controls. It is not an exhaustive list.

### Policies and Controls Examples

- **Document Retention:** A policy which prohibits all forms of retention of workers' personal documents, in line with international standards, local

laws and regulations, whichever is stricter. This policy should apply to all workers, and should include a commitment to carry out due diligence of relevant business partners to monitor compliance with the policy.

- **Ethical Behavior:** A set of policies that foster and enforce ethical behavior, including a gift and hospitality policy for determining whether or not a gift is appropriate, a whistleblower policy (including a policy against retaliation), and human resource policies that drive ethical behavior, such as screening management applicants with background checks.
- **Wages and Benefits:** A policy in line with local labor laws that applies to all workers (direct, dispatch, migrant, contract, temporary, piece-rate, and other categories, as appropriate). Where such laws do not exist, Suppliers are encouraged to maintain policies that provide workers benefits, such as paid leave.
- **Health and Safety:** Controls to prevent injurious or fatal hazards include, but are not limited to, assigning specific individuals with defined responsibilities for ensuring facilities have adequate fire prevention and extinguishing equipment in place, and that it is regularly inspected, tested, and maintained. Suppliers should provide workers with training to prevent, mitigate, and respond to health and safety risks, including conducting emergency response drills.
- **Working Hours:** Suppliers should control working hours by assigning individuals with defined responsibility and accountability for comprehensive production and/or staffing planning, and ensuring that contributing factors are controlled. For example, establishing a mechanism for overtime approval that requires senior management sign-off for hours in excess of company limits.
- **Fair Treatment:** A policy that commits the Supplier to promoting fair treatment and respect of employees. This policy should state that violence or any other forms of harassment, abuse, or coercion will not be tolerated. The policy should guarantee employees access to confidential complaint and investigation procedures, and commit the Supplier to taking thorough action to rectify any reported incidents.
- **Responsible Recruitment:** This policy should commit the Supplier to providing all workers with complete and accurate terms and conditions of employment, and establish that the Supplier will pay all recruitment fees and, if any workers have paid fees, reimburse them for those costs.

- **Forced Labor Prevention:** A policy that prohibits any form of bonded, indentured, prison, or forced labor, including slavery, child labor, and human trafficking. Suppliers can control for forced labor issues by establishing procedures and accountability for effectively screening and contracting with ethical third-party staffing and recruitment agencies, providers of living quarters, or other contractors.
- **Non-Discrimination:** A policy that clearly defines discrimination and states that discriminatory practices are unacceptable. This policy should state that workers must not be discriminated against during hiring, employment, or termination procedures. The policy should also declare that workers will not be punished or retaliated against for reporting discriminatory actions or behaviors.

For more information about these and other policies, contact [sr-support@amazon.com](mailto:sr-support@amazon.com).\*

## Remediation

### Key Steps of the Remediation Process

When audits, grievance mechanisms, media reports, or other sources identify issues, the remediation process will vary based on the nature and scope of the issues. Common to all remediation plans are the needs to act fast, remove harm, act in the best interests of workers, and commit to preventing similar issues in the future.

During the remediation process, suppliers are required to:

#### 1. Act fast

In certain situations, Amazon will pause new production, purchase, or staffing orders and notify Suppliers that they are required to take immediate action. Suppliers are responsible for remediating the violation(s) within the timeline requested by Amazon.

#### 2. Identify the issue

Based on the issues identified, Amazon will provide Suppliers with remediation guidance regarding our Supply Chain Standards. This includes steps to correct the non-compliance.

#### 3. Prioritize remediation from workers' perspectives

During investigations, Amazon prioritizes feedback from workers, and we will work directly with

Suppliers to examine the issues, jointly investigate the root cause, and jointly develop a corrective action plan (CAP).

#### 4. Devise an appropriate and complete response

We will work with Suppliers to ensure the steps of the remediation plan are consistently met, and will conduct periodic checks to ensure progress is made. We expect Suppliers' remediation plans to include management system-based investments to prevent recurrence of the issue.



#### Amazon's core remediation principle:

Workers should be at the center of any remediation effort. We put the safety and interests of affected workers first.

#### Corrective Action Plans

A Corrective Action Plan (CAP) is a tool to help Suppliers understand issues uncovered during an audit, and establish a plan to address those issues. A CAP can help Suppliers continuously improve management systems and downstream supply chains.

After Amazon receives and analyzes audit results, we provide a summary of issues identified in the audit. Suppliers are expected to review the results, and develop a CAP that details immediate actions to address high-risk issues, and a long-term plan to prevent issues from reoccurring. Failure to implement the actions listed in the CAP may prevent the Supplier from continuing production or providing services or labor to Amazon.

A CAP includes:

- An explanation of the root cause of the issue(s) that lead to non-compliance.
- Any immediate corrective action(s) to take.
- Long-term preventative action(s) to help prevent similar issues from occurring in the future.
- Responsible individuals who will be assigned corrective actions to take and who will be accountable for progress.
- A required completion date for immediate and long-term actions.

Suppliers must complete and return the CAP to [sr-support@amazon.com](mailto:sr-support@amazon.com)\* within 20 business days of receiving the Final CAP report. A sample CAP is included in Appendix 8.

\*If your Amazon point of contact is located in Japan, please email [sr-support@amazon.co.jp](mailto:sr-support@amazon.co.jp)



We track remediation closely and conduct follow-up assessments as needed. Between assessments, our team directly engages with Suppliers to discuss open issues and remediation progress. To support our supply chain, we have dedicated teams that work directly with Suppliers and service providers based in key sourcing countries.

We recognize that some issues may take time to effectively remediate. With severe issues, we expect Suppliers to show that they are making meaningful progress towards remediation within a defined timeline, based on the issue. During this time, we reserve the right to conduct announced or unannounced on-site verification audits, or request additional documentation to track remediation efforts.

We offer on-site and remote training to support continuous improvement. Suppliers are also encouraged to participate in external training programs, such as industry association tutorials, to learn how to recognize and prevent forced labor, how to comply with wage and working hour requirements, and how to implement management systems.



#### **Involve workers in the CAP process**

- Seek workers' perspectives to identify root causes of issues, and potential solutions.
- Include worker feedback in the CAP, to help identify sustainable changes and prevent issues from reoccurring.

#### **When does Amazon consider terminating a relationship with a Supplier?**

Amazon reserves the right to investigate supply chain issues at any point. Recurring violations of our Standards will suggest that suppliers are not making sustainable improvements.

Amazon will make every effort to work with Suppliers to remediate an issue, instead of terminating the contracting relationship, in order to improve conditions for workers. To support Suppliers and their workers, Amazon will contribute expert support and resources as needed.

During remediation, Amazon may:

- Suspend new production, purchasing, or sourcing during the investigation and until the Supplier has agreed to the remediation plan.
- Provisionally resume production, purchasing, or sourcing during remediation so long as action

plan milestones are met.

- Suspend production, purchasing, or sourcing during any delays in meeting milestones.
- Disengage with the facility if the Supplier refuses to remediate or fails to make meaningful progress.

Termination will be considered when:

- Suppliers refuse to cooperate with an investigation or engage in remediation.
- Suppliers do not make progress on a remediation plan.
- Suppliers refuse to change behaviors or practices.

If you have concerns about complying with Amazon's Standards, please email [sr-support@amazon.com](mailto:sr-support@amazon.com).\*

## **Supply Chain Management**

We recognize supply chains are complex and difficult to monitor. We ask Suppliers to regularly monitor their own supply chain to identify and address risks.

### **Supplier Relationships**

We expect our Suppliers to disclose all relationships, including the use of subcontractors or labor agents, in advance of production or providing services or labor to Amazon.

Suppliers must disclose relationships within their own supply chains where production or related processes are assigned to a party that is different from the entity with which Amazon has contracted. Suppliers must confirm that any sub-tier Suppliers or subcontractors providing direct or indirect products, services, or labor for Amazon also comply with our Standards.

We reserve the right to audit facilities involved in the production of Amazon products, including facilities that produce component parts or raw materials, or that contribute to the production process (such as off-site ironing, laundry, embroidery, assembly, conveyor belts, IT equipment, etc.). Amazon personnel, or auditors that conduct assessments on behalf of Amazon, may request to review relevant documentation to verify a Supplier's system for ensuring compliance among next-tier Suppliers and subcontractors.

### **Grievance Mechanisms**

Grievance mechanisms are processes that allow

\*If your Amazon point of contact is located in Japan, please email [sr-support@amazon.co.jp](mailto:sr-support@amazon.co.jp)



various parties (workers, community members, customers), or their proxies (civil society organizations, trade union representatives, etc.), to raise complaints and seek resolution for any negative impacts they have suffered as a result of business activities. These can be as simple as a hotline or an email address. Or, they can be as complex as a web-based tool, a community center that receives inquiries, or a third-party service. The mechanism should be built in a way that allows various parties to file their grievances and have them processed in a way that is accessible, transparent, predictable, and that leads to remedy of well-founded claims.

For questions regarding grievance mechanisms, including getting help with setting up a mechanism, contact [sr-support@amazon.com](mailto:sr-support@amazon.com)\*

## Transparency

Amazon expects Suppliers to be honest and straightforward in how they conduct their business and treat their workers.

We do not work with Suppliers that are not honest with us. We understand that Suppliers may face challenges meeting certain requirements or industry association standards; our ultimate goal is to help committed Suppliers improve their workplaces and better protect their workers, even if it takes time. We can support Suppliers in developing a mutually-agreed plan of action to maintain compliance with our standards over time.

Our transparency standards require Suppliers to provide accurate documentation about facility working conditions. See Appendix 7 for examples.

During an audit, Suppliers will need to grant auditors access to:

- All buildings under business license, including but not limited to management offices, employment records, production facilities, warehouses, dormitories, canteens, and living quarters.
- Applicable documents (including those for contracted or temporary workers)
- Workers and site management for interviews.

Failure to allow auditors full access can result in a failed audit. If there are areas that cannot be viewed or records for some groups of workers that cannot be provided due to conditions such as non-disclosure agreements, Suppliers must inform Amazon prior to an audit.

### Transparency requirements:

- Do not engage in illegal, deceitful, or unethical behavior (for example: bribery)
- Provide accurate documentation about working conditions
- Disclose relationships, including labor or recruitment agencies
- Give auditors access to all buildings, applicable documents, workers, and site management

## Environment

We encourage suppliers to move beyond legal and compliance obligations, setting goals and showing progress towards integrating sustainable environmental practices into their operations.

Suppliers can minimize negative impacts on the environment by implementing systems in their facilities that:

- Understand and minimize water consumption
- Reduce greenhouse gas emissions
- Improve energy efficiency
- Minimize waste
- Track, document, and report impacts

## Supplier Diversity

Advancing Supplier diversity and inclusion (SDI) is important to Amazon because it's good for our business, aligns with our customers' expectations, and is the right thing to do for society as a whole. Amazon's Supplier diversity program is guided by our ambition to extend procurement opportunities to diverse businesses, with the goal of driving supply chain innovation and offering customers a broader range of products and services.

We encourage Suppliers to look at their own supply chains and enact policies and measures to foster diversity, equity, and inclusion.

## Appendices

### Appendix 1: Glossary of Terms

**Amazon Managed Audit:** An audit of Supplier facilities conducted by a third-party audit firm on behalf of Amazon.

**Announced audits:** The audit notification will be sent to the facility and relevant parties, and the auditor contacts the facility to confirm the contact information of the facility and the date on which the audit will take place.

**Audit findings:** An issue discovered at the facility of an Amazon Supplier, service provider, or subcontractor. Audit findings can be identified through any formal or informal assessment mechanism (for example: site visit, audit, survey).

**Corrective Action Plan (CAP):** A summary of issues identified in an audit that need to be corrected. Suppliers must review the CAP and implement steps to address immediate issues, as well as develop a long-term plan to prevent issues from reoccurring.

**Facility:** Any location where Amazon branded products or products designed to Amazon specifications are sourced or produced (including but not limited to the following activities: process, finish, assemble, distribute, or deliver).

**Industry Association Audit:** An audit conducted by an approved third-party social compliance organization or multi-stakeholder initiative.

**Law(s):** Any applicable laws, regulations, or rules that apply to a Supplier or facility. This includes local and national laws, national regulations and rules, and treaties.

**Qualification Requirements:** The minimum level of compliance with Amazon's Supply Chain Standards that Suppliers and facilities must meet to qualify as an Amazon Supplier.

**Remediation:** A demonstration that a violation of Amazon's Supply Chain Standards has been corrected and actions have been taken to prevent the issue from reoccurring. Remediation must be demonstrated through an approved verification method determined by Amazon.

**Semi-announced audits:** The audit notification

will be sent to the facility and relevant parties. The auditor will contact the facility to confirm the contact information and agree on a one or two-week window in which the audit will take place. The auditor will not provide an exact date on which the audit will take place.

**Subcontractor(s):** An individual or a business that signs a contract to perform part or all of the obligations of another's contract.

**Supplier(s):** An entity that produces, manufacturers, assembles, or provides goods, services or labor to Amazon.

**Supply Chain Standards:** Amazon's Supply Chain Standards ("Standards"), include requirements and expectations for Suppliers in Amazon's supply chain and Suppliers supporting Amazon's operations.

**Unannounced audits:** The facility will not receive advance notice. The auditor may contact the facility to provide notice that an audit will be conducted in the future, but not provide a specific date.

**Worker:** The primary rights holder in a facility, employed on a full-time, part-time, temporary, or contractual basis by a Supplier or service provider.

### Appendix 2: Frequently Asked Questions

#### How do I know if I need to pass an audit before working with Amazon?

Amazon will contact you if you need to pass an audit. We expect all of our Suppliers, and their own Suppliers and subcontractors, to comply with Amazon's Supply Chain Standards.

#### If I have submitted an Industry Association Audit, does that mean I am compliant with Amazon's standards?

Submitting an Industry Association Audit does not mean that the audited site meets Amazon's social responsibility standards. Amazon will review the report to determine compliance. Your Amazon Business Partner will let you know if the results of your Industry Association Audit do not meet Amazon's standards, in which case, you will be asked to go through a new Industry Association Audit or an Amazon-Managed Audit to ensure the findings have been resolved.

**? If my industry association audit is approved, do I have to go through an Amazon Managed Audit as well?**

Amazon will accept some Industry Association Audits if they meet our requirements, instead of conducting an Amazon Managed Audit. However, Amazon maintains the right to conduct assessments at any time.

**? How long will the audit process take?**

The length of the audit depends on the size of the facility that is being assessed and number of workers interviewed. Audits will take at a minimum one full working day.

**? Where can I get more information?**

Contact your Amazon business partner if you have questions about recent or upcoming audits.

**? Who pays for an IAA/AMA?**

Suppliers are expected to pay for all industry associate audits (IAAs), including SLCP initial and maintenance audits. The only exception is for SLCP verification audits, for which Amazon will pay. Amazon will also pay for Amazon-managed audits.

## Appendix 3: Country-Specific Sourcing Requirements

Amazon has additional sourcing requirements for the following countries. Suppliers located in these countries should contact their Amazon business partner for more information.

- Afghanistan
- Algeria
- Angola
- Bangladesh\*
- Burundi
- Cameroon
- Central African Republic
- Cambodia\*
- Chad
- Comoros
- Congo
- Djibouti
- DR Congo

- Egypt
- Equatorial Guinea
- Eritrea
- Ethiopia\*
- Gabon
- Guinea
- Guinea-Bissau
- Haiti\*
- Iraq
- Lebanon
- Liberia
- Libya
- Madagascar
- Mali
- Mauritania
- Mozambique
- Myanmar
- Niger
- Nigeria
- Pakistan
- Somalia
- South Sudan
- Tajikistan
- Togo
- Turkmenistan
- Zimbabwe
- Uzbekistan
- Venezuela
- Yemen

## Appendix 4: Industry and Multi-Stakeholder Initiatives

To help Suppliers meet and exceed our standards, we recommend the following resources, programs, and tools provided by industry associations and multi-stakeholder initiatives. The information below may change.

### amforiBSCI

amfori is a business association for open and sustainable trade, bringing together over 2,300 retailers, importers, brands, and associations from more than

\* Better Work and BEFs participation required for eligible facilities.

40 countries.

- **Main website:** [amfori.org](https://amfori.org)
- **Supplier portal:** [amfori.org/en/solutions/tools/amfori-sustainability-platform](https://amfori.org/en/solutions/tools/amfori-sustainability-platform)
- **e-Learning portal:** [amfori.org/en/solutions/tools/amfori-academy](https://amfori.org/en/solutions/tools/amfori-academy)

### Recommended training

The amfori Academy offers a wide range of training, such as workshops and e-learning. We recommend the following:

- Getting Started with amfori BSCI
- Introduction to Social Management Systems
- Occupational Health and Safety
- Drafting a Remediation Plan
- Fair Remuneration and Decent Working Hours

### Risk assessment tools

- **amfori BSCI platform:** Provides an overview of supply chains to reduce duplication of efforts, save money, and help identify improvements.
- **Auditing Integrity Program:** A comprehensive and independent acceptance process for audit companies to engage with amfori BSCI activities.
- **Country Due Diligence tool:** Helps members understand their supply chain and manage any potential risks.

## Better Work

All eligible Suppliers in Bangladesh, Cambodia, Ethiopia, and Haiti must enroll in the Better Work Program. We also encourage all Suppliers located in countries where Better Work operates to enroll (Bangladesh, Cambodia, Ethiopia, Haiti, Indonesia, Jordan, Nicaragua, and Vietnam)

- **Main website:** [betterwork.org](https://betterwork.org)
- **Supplier portal:** [portal.betterwork.org](https://portal.betterwork.org)
- **e-Learning portal:** [betterwork.org/training/](https://betterwork.org/training/)

### Recommended training

Better Work offers training courses in areas such as communication, negotiation and supervisory skills, industrial relations, occupational safety and health and harassment prevention. Training focuses on helping participants solve real world issues in a practical way.

### Factory Service Package

Better Work offers the Factory Service Package in Bangladesh, Cambodia, Haiti, Jordan, Indonesia,

Nicaragua and Vietnam.

Factories enrolled in Better Work go through a learning process, including assessments, advisory services, industry seminars, and training.

## Responsible Business Alliance

RBA, formerly the Electronic Industry Citizenship Coalition, is a nonprofit comprised of electronics, retail, auto, and toy retailers and Suppliers that collaborate to improve working and environmental conditions.

- **Main website:** [responsiblebusiness.org](https://responsiblebusiness.org)
- **Supplier portal:** [rba-online.org](https://rba-online.org)
- **e-Learning portal:** [academy.responsiblebusiness.org](https://academy.responsiblebusiness.org)

### Recommended training

RBA members can utilize a range of RBA training and assessment tools. We recommend the following to start:

- RBA Code of Conduct
- Assessments and Remediation 1: Factory Assessments
- Assessments and Remediation 2: Transparency and Ethics
- Assessments and Remediation 3: Corrective Action Plans

### Risk assessment tools

- **Training events:** RBA hosts global outreach events and in-person trainings, and members can subscribe to the events bulletin.
- **Responsible Factory Initiative:** Provides a unifying architecture for RBA factory-level tools and programs for companies looking to assess and develop their supply chain at all levels of maturity.

## Sedex

Amazon only accepts Sedex audits conducted by full APSCA member firms. [Find an up-to-date list of approved firms online.](#)

Sedex is a global membership organization that provides tools, services, guidance, and training to help suppliers map and manage risks in their supply chain. Sedex has over 55,000 members in over 180 countries, across 35 industry sectors.

- **Main website:** [sedex.com](https://sedex.com)
- **Supplier portal:** [sedex.com/become-a-member/supplier-membership/](https://sedex.com/become-a-member/supplier-membership/)

- **e-Learning portal:** [sedex.com/training/](https://sedex.com/training/)

### Recommended training

- Introduction to SMETA
- Training for buyers
- Training for suppliers
- Training for auditors

### Risk assessment tools

- SMETA Audit: Audit methodology designed to help auditors conduct high quality audits.
- Sedex Advance: One of the largest collaborative ethical data platforms for buyers, Suppliers, and auditors.
- Suppliers who join Sedex can also access members-only tools

## Social and Labor Convergence Program (SLCP)

SLCP is a multi-stakeholder initiative established to tackle the issue of audit fatigue in supply chains, with an initial focus on the apparel and footwear sectors. SLCP's Converged Assessment Framework (CAF) is designed to replace all proprietary social audit programs with one single assessment to collect and verify social and labor data.

- **Supplier portal:** [slconvergence.org](https://slconvergence.org)
- **Supplier guidance:** [slconvergence.org/tool](https://slconvergence.org/tool)
- **Cost information:**
  - [What are the costs related to participation in SLCP?](#)
  - [What are the costs associated with an SLCP assessment?](#)
- **Sharing audit results:**
  - Send the report link from SLCP Gateway to [sr-support@amazon.com](mailto:sr-support@amazon.com)\*
  - [Additional information on report sharing](#)

## Social Accountability International SA8000

Social Accountability International (SAI) is a global non-governmental organization advancing human rights at work. SAI is the owner of the SA8000 Standard and updates it regularly to respond to new and emerging social and human rights issues. While SAI provides guidance on the Standard's implementation and determines the program's auditing methodology, all SA8000 audits are carried out by certification bodies (i.e. qualified auditing firms) that receive accreditation from SAI's independently managed division, Social Accountability Accreditation

Services (SAAS).

- **Website:** [sa-intl.org](https://sa-intl.org)
- **Supplier guidance:** [sa-intl.org/resources/sa8000-getting-started/](https://sa-intl.org/resources/sa8000-getting-started/)
- **Cost information:** [sa-intl.org/resources/sa8000-certification-costs/](https://sa-intl.org/resources/sa8000-certification-costs/)
- **Sharing audit results:**
  - Email [sr-support@amazon.com](mailto:sr-support@amazon.com)\* with your:
    - Stage 2 audit
    - Most recent Surveillance Audit (occur every 6 months)
    - Valid certification (valid for 3 years)

## Appendix 5: Sample Audit Agenda

This sample audit agenda is for reference only. The duration of each audit phase may vary by facility.

- 1. Opening meeting:** Discuss the audit process and review the Expectations for Supplier and Auditor Conduct document. - 30 min
- 2. Facility walk-through:** Tour of facility (all production areas, warehouses, canteens, dormitories). Auditors take photos during this tour. - 1-2 hours
- 3. Management and worker interviews:** Confidential interviews with workers, including direct and indirect workers (typically 10-25, or at auditor's discretion). 2-4 hours
- 4. Document review:** Prior to audit you will receive a list of records and/or documents from the auditor for review during this time. - 2-3 hours
- 5. Closing meeting:** Auditors will meet with facility management to review preliminary findings and discuss next steps. - 30 min

## Appendix 6: Sample Notification of Audit

**From:** [sr-support@amazon.com](mailto:sr-support@amazon.com)

**To:** Supplier Emails

**CC:** Supplier Emails

**Subject:** Amazon Social Responsibility - Importance of Transparency | Initial Audit | A-##### | Facility Name | ST-##### | Company Name | Country

Dear Suppliers

As a potential or existing Amazon supplier, you are required to undergo a Social Responsibility (SR) audit to demonstrate compliance with Amazon's Supply Chain Standards.

Failure to meet and maintain these requirements may result in your factory losing eligibility for initial or continued Amazon production until you can demonstrate compliance. We partner with third party audit firms to monitor compliance. See below for next steps.

### Next Steps:

1. Please review the Site Information attachment and confirm the details are correct.

2. One of Amazon's third-party audit firms (Elevate, Intertek, Bureau Veritas or SGS) will email you within the next few days to schedule the audit. Please be sure to respond to them right away to avoid any delay.

### Preparation Steps and Resources:

1. Review Amazon's Supply Chain Standards (<https://amzn.to/supply-chain-standards>) 2. Download and review Amazon's Supplier Manual (<https://amzn.to/supplier-manual>) 3. Review the attached Audit Guidance and Detailed Supplier Standards to understand audit scope and supplier expectations. Pay close attention to pages 4 and 5, which provides examples of non-conformances that Amazon considers high-risk.

### Transparency requirement.

Transparency is critically important to maintaining your business relationship with Amazon. Amazon's [Supplier Manual](https://sustainability.aboutamazon.com/people/supply-chain#section-nav-id-0) (<https://sustainability.aboutamazon.com/people/supply-chain#section-nav-id-0>) provides transparency guidance for suppliers. We expect suppliers to be open and honest with auditors performing audits on Amazon's behalf. This means:

- **We expect suppliers will provide accurate records, including truthful wage and attendance records, to verify working conditions.** Amazon understands that many factors can lead to hours worked on scheduled days of rest and holidays, and we are willing to work with suppliers that are truthful about working hours and have a plan to *reduce working hours over time*, towards compliance with Amazon's Supplier Code of Conduct. Conversely, suppliers who falsify information related to working hours, wages, social benefits, or permits and inspection reports receive an **ALERT** finding, which could jeopardize their business relationship with Amazon. *Please refer to attached Transparency Overview to learn more.*
- **We expect suppliers will provide full access to facility.** This includes access to all production and common areas affiliated with your business license, including areas not specific to Amazon (e.g. other client production areas, warehouses, canteen, dormitory). If suppliers do not allow auditors full access, this will be noted as an **ALERT** audit finding. If supplier has concerns about providing auditors access to all areas of the facility, please notify the audit firm in advance of the audit. *Please refer to attached SR Audit Guidance (part 2) to learn more.*
- **We expect suppliers will provide full access to documents and workers.** This includes access to truthful worker records, including time, payroll, and personnel records for a sample of directly hired employees and engaging labor agencies to have records on-site for indirectly hired workers (e.g., contract, temporary, dispatch, intern). We expect suppliers will allow auditors to interview workers involved in production and related processes, sampled from direct employees and indirectly hired workers if present.
- **We expect suppliers will act ethically and transparently.** This means that suppliers will not coach or threaten workers or management personnel to provide false information to auditors, falsify or destroy records prior to the audit, or attempt to bribe auditors.

Please respond to this email with any questions or concerns.

Regards,

Amazon Social Responsibility

## Appendix 7: Sample Audit Documents Checklist

This list is intended to assist suppliers to assemble records and documents required for an audit. The confidentiality of all proprietary information will be respected. Original documents should be made available during the audit for all workers, including contract and temporary workers. This list is not exhaustive, and auditors may request additional documents.

### Business documents

- Business/industry license, registration, permit, and/or certificate
- Government inspection reports/permits (such as, sanitation, fire safety, structural safety, environmental compliance)
- Summary list of registration and inspection certificate of special equipment (for example: crane, elevator, generator, boiler, pressure vessel, forklift), and the operator's certificate
- Other documents (if applicable) related to vendor/subcontractor contracts (such as canteen, security, facilities)

### Facility Policies and Procedures

- Facility rules/employee handbook
- Policies regarding hiring/recruitment, child labor, wages and working hours, disciplinary, benefits

and allowances, discrimination and harassment, grievance, freedom of association, health and safety, environmental, and training

### Employee Documentation

- Employee personnel files (such as employment application, labor contracts, disciplinary notices, copies of identification documents, work permits, resignation records)
- Worker registration and health check records (if applicable)
- Proof of age for apprentice/intern/student workers (if applicable)

### Payroll & Attendance Documents

- Payroll records, and time records (regular and overtime) including government waiver/overtime permit, piece rate records for the past 12 months (including peak period, low period, and the most recent period)
- Piece rate records and production records (such as daily production report, product inspection report)
- List of legal holidays
- Earned leave and casual leave records for the last two years
- Records of social insurance contribution
- Records of employee benefits (for example: annual leave, maternity leave)

### Freedom of Association

- Legal organization agreement or other documents (such as meeting records)
- Environmental Health and Safety (EHS)
- Facility layout or evacuation plan
- EHS manual and/or written EHS programs
- EHS Committee records (agendas, minutes)
- EHS training records (such as personal protective equipment, chemical safety)

### Health & Safety

- Workplace safety and equipment related permits/licenses/testing reports
- Equipment inspection/service logs
- List of chemicals used and hazardous processes
- Safety data sheets (SDS)
- List of required personal protective equipment
- Testing, inspection, and maintenance records for fire suppression equipment
- Fire drill records, fire inspection reports
- Emergency action procedures (such as an Emergency Response Plan)
- Records of occupational injury and illness
- Records of industrial hygiene monitoring (such as chemical exposure, air contaminants, noise, temperature, lighting, indoor air quality)
- Employee medical examination records (if applicable)
- Records of drinking water analysis/testing
- Cafeteria license and food service personnel health records (if applicable)

### Environmental

- Environmental impact assessment and project completion acceptance report and approval
- Annual monitoring and reporting records (if applicable)
- Air emission permit and monitoring records
- Wastewater discharge permit and monitoring records
- Records of hazardous waste disposal and inspection
- Pollution control board's approval/consent

## Appendix 8: Sample Corrective Action Plan

Knowing and understanding the root cause of a non-compliance issue will help you identify the best corrective actions to address immediate issues, and prevent them from reoccurring. When you review audit results and create a CAP, ask yourself the following:

- **Knowledge:** Did the problem occur due to lack of awareness or knowledge?
- **Assignment:** Did the problem occur because responsibility was not clearly assigned?
- **Tools:** Did the problem occur because of appropriate tools are not available?
- **Training:** Did the problem occur due to lack of proper training?
- **Accountability:** Did the problem occur because of a lack of accountability?
- **Resources:** Did the problem occur due to insufficient resources such as budget or space?

(Continued on next page)



# Sample Corrective Action Plan

STANDARD NO.	STANDARD	RISK LEVEL	REMEDATION STATUS	LEGAL REFERENCE	FINDINGS DESCRIPTION	REMEDATION PROGRESS NOTES	RECOMMENDATION FOR REMEDIATION	PRIMARY ROOT CAUSE OF ISSUE	ROOT CAUSE DETAILS	IMMEDIATE CORRECTIVE ACTIONS	LONG-TERM PREVENTATIVE ACTIONS	RESPONSIBLE INDIVIDUAL	PLANNED COMPLETION DATE	Follow Up Question (If Applicable)
B2.1	Adequate and effective fire detection, alarm and suppression systems are in place.	CRITICAL	Not Remediated	Amazon Code	It was noted that no smoke detectors were installed in production building. Fire alarm system is triggered manually by pulling a lever that is mounted to the wall of the facility.		1. Establish a policy and procedures for fire detection. 2. Assign responsibility to overseeing the management of the fire detection policy/procedures to a member of management. 3. Install smoke detection devices. 4. Conduct regular inspections to confirm ongoing functionality of smoke detection devices.	Lack of Awareness	The individual responsible for the site's fire safety procedures had not realized that smoke detection was needed in order to meet Amazon Code.	We will install smoke detectors throughout the building.	1. We will update our fire safety/prevention policy to say that we utilize fire detection devices as part of our fire alarm system. 2. We will update our fire safety/prevention procedure to include monthly inspections of the smoke detection devices.	Jane Doe, Site Health and Safety Manager	10/15/2023	
B2.1.2	FIRE DETECTION: Fire detection and alarm systems (including heat or smoke detection systems) are in place and functioning properly. The facility is equipped with visual alarms (e.g., flashing red lights) for areas where ear protective equipment are used. Fire alarm system is audible throughout all sections of the work area and dedicated only for fire and evacuation.	Non-Conformance												
B7.1	All required health & safety licenses, permits, registrations, and certificates related to food, sanitation and housing are in place and an adequate and	MAJOR	Not Remediated											
B7.1.1	PERMITS AND LICENSING: All legally required food, sanitation, and housing permits and licenses are in place, available for review, and valid. Canteen/kitchen workers have valid health certificates. A documented process is in place to ensure permits, licenses, and certificates are renewed before current permits expire.	Non-Conformance	Not Remediated	In accordance with PRC Law on Food Safety article 35, the state adopts a licensing system for food production and trade. Those intending to engage in the production or sale of food, or the catering services shall legally obtain a permit. However, a permit is not required for the sale of edible farm produce. In addition, when only pre-packaged food is sold, it shall be reported to the food safety supervision and administration department of the local people's government at	It was noted that the food service operation permit of the factory's kitchen was expired since December 1, 2022.		1. Arrange for kitchen to receive the hygiene check needed in order to receive the food service operation permit. 2. Establish a policy and procedure to routinely monitor the food service operation permits (and other legally required permits) to make sure they are valid. Procedure should also include monitoring the safe and hygienic use of the areas covered by the permit. 3. Train the responsible personnel on relevant local laws, so that they can identify permit requirements for the facility in the future.	Lack of Policy	We do not have a policy/procedure on kitchen/canteen health and hygiene. As a result, we did not know to check the permit for expiration and apply for renewal.	We will immediately apply for a food service operation permit and undergo the necessary hygiene inspection.	1. We will create a food safety policy and establish a health and safety project monitoring mechanisms that will send reminders to the responsible person when they have an upcoming task. The task for this issue will be arranging annual renewal of the food service permit. 2. Our health and safety manager will perform a check of the kitchen's hygiene quarterly.	Jane Doe, Site Health and Safety Manager	8/8/2023	