

Amazon Accelerator Social Responsibility Supplier Manual

Amazon is guided by four principles: customer obsession, passion for invention, commitment to operational excellence, and long-term thinking. We are committed to engaging with suppliers that respect human rights, provide safe and inclusive workplaces, and promote a sustainable future.

This Social Responsibility Supplier Manual ("Manual") provides guidance for suppliers to ensure that their practices meet and exceed the expectations in Amazon's Supply Chain Standards ("Standards"). Amazon's Standards apply to licensees, manufacturers, producers, packagers, and facilities involved in the production of Amazon products, product components, or physical materials carrying Amazon's brand or brands participating in the Accelerator program.



We expect suppliers to foster a safe and respectful working environment.



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At Amazon, we believe that good working conditions lead to good business. We expect all suppliers and service providers to behave in a lawful and responsible manner, protect the environment, act safely and responsibly, and safeguard worker rights.

Our requirements and expectations for suppliers in our supply chain are detailed in Amazon's Supply Chain Standards ("Standards"). Our Standards are based on the United Nations Guiding Principles on Business and Human Rights, and the Core Conventions of the International Labour Organization (ILO), including the ILO Declaration on Fundamental Principles and Rights at Work and the UN Universal Declaration of Human Rights. We engage with suppliers that are committed to the same principles.

We require selling partners to disclose all facilities used in the production of brands participating in the Accelerator program. At a minimum, these facilities must meet and maintain a basic set of requirements in order to qualify for the program and its premium marketing placements. **These are known as our Qualification Requirements.**

We use independent auditors to verify compliance with our standards, and other mechanisms as needed such as confidential worker interviews. More information about our Audit Requirements is included in the section below. For definitions of terms used in this manual, see [Appendix 1](#). For frequently asked questions, see [Appendix 2](#).

Key actions for suppliers:



✓ **Review** Amazon's Supply Chain Standards and qualification requirements.



✓ Disclose all facilities used in the production of brands in Accelerator before beginning production.



✓ **Provide** an audit from an approved industry association and any required documentation within the timelines provided by Amazon



✓ **Remediate** all high risk findings to comply with Amazon's Supply Chain Standards.



✓ **Notify** Amazon within 30 days if you stop using a facility.

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Our suppliers must comply with all applicable laws, as well as the requirements and principles outlined in our Standards, also known as our Supplier Code of Conduct, even when they exceed legal requirements. Our Supply Chain Standards are available in several languages. Use the links below to download the Standards in common languages:

- [English](#)
- [Japanese](#)
- [Simplified Chinese](#)
- [Hindi](#)
- [Spanish](#)
- [Vietnamese](#)

The key areas of our Standards include:

- Labor rights and respectful workplace conditions
- Health and safety
- Protection of the environment
- Transparency and ethical behavior

Your commitment to Amazon’s Standards is included in your purchase or service agreement with Amazon.

It is your responsibility to ensure that your business and labor practices, and all facilities producing products listed under Amazon Accelerator, comply with all applicable laws and Amazon’s Standards, even when they exceed the requirements of applicable laws. **Our Standards include expectations for how you manage your facilities and supply chain.** Adopting a management system that focuses on continuous improvement and worker communication will help you develop sustainable workplaces. **We also expect you to cascade our standards to your own suppliers and subcontractors, and disclose all facilities to Amazon in a timely manner.**

We recognize it may take time to meet and exceed the qualification requirements of our Standards. Resources and tools you can use to help manage your own supply chain are included in the [Supply Chain Management section below](#).

Our suppliers must comply with all applicable laws, as well as the requirements and principles outlined in our Standards, even when they exceed legal requirements. Our Supply Chain Standards are available in several languages. Use the links below to download the Standards in common languages:

Tip

Your purchasing behaviors, such as sales and production planning, and purchase of materials, may impact workers. Ensure the following when making purchasing decisions:



Orders, payment terms, and production timelines don't conflict with payment of legally-required wages.



Changes to purchase orders don't violate commitments to wages or working hours.

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Amazon requires that all facilities engaged in production for brands participating in the Accelerator program meet and maintain, at a minimum, **a basic set of Amazon's Standards** to participate in Accelerator and gain access to premium marketing placements. Sites that do not meet Amazon's minimum standards require verification of remediation. Examples of Amazon's Standards are below, but this is not an exhaustive list:

All workers are of appropriate age

- Amazon does not tolerate the use of child labor. Workers must be older than 15 years of age or the legal minimum age for employment, whichever is more stringent.

Work must be voluntary

- Workers must not be subjected to any physical or financial punishment (such as withholding wages, financial penalties, recruitment fees).
- Workers must have unrestricted access to their identification documents (for example: passport, work permit, identity card) at all times.
- Workers must be free to access basic liberties (such as toilet, drinking water).
- Workers must be able to terminate their employment with reasonable notice and without penalty.

All workers treated equally with respect and dignity

- No worker should be subjected to discrimination, or physical, verbal, or psychological abuse, including threats of violence or sexual harassment.

Freedom of association

- Workers must not be threatened, terminated, or otherwise retaliated against for the nonviolent exercise of their right to establish, join, or refrain from joining legal organizations

Transparency

- Suppliers must provide authentic and reliable records (for example: worker's attendance, payroll) for review.
- Auditors must be able to interview workers without restriction and without retaliation.

Protect the environment

- Wastewater must be disposed in accordance with applicable laws. Hazardous substances must be properly disposed.

Safe working conditions

- Workers must be protected from immediate life-threatening hazards (for example: explosion, fire, building collapse, severe cracks along walls).
- Adequate and functioning fire detection, alarm, and suppression systems must be in place where workers are present (for example: all production areas, warehouses, canteen, and all dormitory rooms).
- All emergency exits must be free from obstruction, and never blocked or locked when anyone is present in the building.
- Workers must be protected from exposure to toxic chemicals and substances that pose a health hazard.
- Machines must have appropriate safeguards to protect workers from injuries.

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Facility disclosure requirements

All locations sourcing under the Accelerator program must be disclosed, regardless of the location, before production begins. Accelerator participants are required to maintain their facility list and keep information up to date in Amazon systems. This includes deactivating inactive facilities and adding new facilities before production begins.

Accelerator participants should disclose:

- Manufacturing sites where the buying brand is identifiable.
- Manufacturing facilities that are sourcing for the Accelerator program completing substantial transformation of the final product, regardless of whether the brand is identifiable at the factory. Substantial transformation is defined as the point in a product's manufacturing life cycle that generates the majority of the product's value to the end customer.
 - Examples of manufacturing facilities that complete substantial transformation of a final product include: cut and sew factories, assembling individual components to make the final product, packing single-ingredient products (for example: meat, vegetables), or processing raw materials into a final product.

Please contact Amazon if you have any questions about which facilities to disclose. You can disclose facilities using the facility disclosure form presented by Amazon during onboarding or by contacting: sr-support@amazon.com

Country-specific requirements

Licenses and suppliers participating in Amazon Accelerator may not begin work in certain countries. The full list of restricted countries is in [Appendix 5](#).

If you wish to begin producing products for Amazon Accelerator in one of these countries, please connect with your main Amazon contact. Sourcing without approval from Amazon may result in immediate termination of the relationship.

Audit Requirements

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Audits are a tool to help you identify and address issues in facilities that produce products listed under Amazon Accelerator. As a potential or active supplier to the Amazon Accelerator program you are required to undergo a Social Responsibility audit.

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All suppliers must submit an Amazon-approved audit of their choice within 12 months of joining the Amazon Accelerator program. You must submit an audit from an approved industry association listed on the next page.

Qualification Requirements

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

Audit Requirements

What to expect during an audit:

- Site inspection of all areas of the site and any 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, areas for improvement.
- Development of a corrective action plan.

Accepted Audits

Corrective Action

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

Supply Chain Management

Depending on the issues found, facilities may be assessed multiple times a year, including follow-up assessments to address specific findings. Upon completion of an assessment, you must promptly provide a detailed remediation plan for each issue identified during an audit.

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We operate 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 behavior or practice, or does not make meaningful progress on remediation. Learn more in the [section about Transparency below](#).

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Take these steps to prepare for an audit:

- ✓ **Understand:** Audits are designed to identify existing and potential issues and make improvements. We expect you to be open and transparent during audits.
- ✓ **Prepare:** Evaluate your facilities and operations to identify gaps between your working conditions and Amazon's standards.
- ✓ **Get help:** Use external resources, complete a self-assessment, and consider engaging an industry initiative (see [Appendix 3](#)).

Accepted Audits: Industry Association Audits

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

Amazon currently accepts audits from the following Industry Associations:

Industry Association	Industry	Membership	Audit validity timeline
amfori BSCI	All	- Membership not required	Audits with a score of A or B are valid for up to 2 years. Score of C or below are valid for 1 year.
Better Work (BW)	Apparel / Garments	- All eligible textile suppliers in Bangladesh, Cambodia, Ethiopia, and Haiti must enroll - Membership required	Must be conducted each year. Initial audit for Amazon review must have taken place within 12 months of submission.
Responsible Business Alliance (RBA)	Auto, Electronics, Retail, Toys	- Membership not required but suppliers pay fee to submit audits	Valid up to 2 years, depending on audit results
Sedex Members Ethical Trade Audit (SMETA)	All	- Membership required	Amazon requires a new SMETA report every 2 years.
SA8000 Standard	All	- Membership not required - Suppliers must send SA8000 certifications to sr-support@amazon.com	Certificate valid for 3 years. Initial audit for Amazon review must have taken place within 12 months of submission.

These audits must be conducted by specific, internationally recognized independent auditors and submitted for review through the respective industry association portal. More information is in [Appendices 3-4](#). Amazon will not accept facility certifications, seals of compliance, self-assessments, partial reports, or ratings instead of a full audit of the facility.

If you submit an audit conducted by an approved industry association, it must demonstrate that your facility meets our [Supply Chain Standards](#). We retain the right to determine whether an audit demonstrates that a facility meets our requirements.

We will review audit reports only via the respective IAA portals (not accepted via email), and inform you if the results meet our standards. If not, you will need to submit a follow-up audit demonstrating that any findings have been resolved.

Amazon has negotiated competitive rates with three partner audit firms (Elevate, Intertek and Bureau Veritas) who can help with the selection, preparation and scheduling of an IAA. Please email sr-support@amazon.com if you would like Amazon to connect your site with an audit firm.

Corrective Action Plans

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A Corrective Action Plan (CAP) is a tool to help you understand issues at your facility, and establish a plan to address those issues. A CAP can help you continuously improve your management systems and your own supply chain.

Supply Chain Standards

After an industry association analyzes your audit results, they will provide a summary of any issues identified in the audit. You 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. **Violations of Amazon's Qualification Requirements must be immediately addressed as a condition of initial and continued production with Amazon.**

Qualification Requirements

A CAP includes:

Audit Requirements

- An explanation of the **root cause** of the issue(s) that lead to non-compliance.
- Any **immediate corrective action(s)** that you need 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 the immediate and long-term actions.
- Space to indicate the current status of each item in the CAP, including attaching photo **evidence or documentation**.

Accepted Audits

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We recognize that some issues may take time to effectively remediate. With critical 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 may conduct announced or unannounced on-site verifications, or request additional documentation to track remediation efforts.

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Suppliers are 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. Recommended training programs are included in [Appendix 3](#).

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You must complete and return the CAP to the industry association within their given timelines.

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Involve workers in your 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.

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We recognize supply chains are complex and difficult to monitor. We ask you to regularly monitor your own supply chain to identify and address risks. And we expect you to hold your own suppliers, subcontractors, and labor agents to the expectations covered by our Standards.

Supply Chain Standards

Supplier relationships

We expect our suppliers to disclose all facilities that perform activities related to final products, in advance of joining the Accelerator program.

Qualification Requirements

We reserve the right to audit facilities involved in the production for brands participating in the Accelerator program, including facilities that obtain material or component parts, or that contribute to the production process (such as off-site ironing, laundry, embroidery, and assembly).

Audit Requirements

Amazon personnel, or auditors that conduct assessments on behalf of Amazon, may request to review relevant documentation to verify a facility's system for ensuring compliance among next-tier suppliers and subcontractors.

Accepted Audits

Corrective Action

Management systems and risk

Your ability to manage both risks to workers and to your business lies in the strength of your management system. A management system can support productivity while assuring continued compliance with our policies.

Supply Chain Management

We recommend a flexible approach to management systems, based on the Plan-Do-Check-Act (PDCA) method. Suppliers can use PDCA methods to identify the environmental, health, safety, and ethical risks associated with their operational and labor practices, and develop processes to control these risks.

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Suppliers can take the following steps to implement PDCA:

- Know all of the facilities in your supply chain.
- Understand your risks and requirements.
- Establish clear policies and objectives.
- Develop procedures to address any gaps.
- Assign responsibility for the procedures .
- Train everyone involved (managers and workers) .
- Document the procedures and results.
- Monitor the results of your procedures, including gathering worker feedback.
- Make immediate changes if you find problems.
- Review at a senior level to determine if the system is achieving its overall objectives.

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Immediate Action and Remedy

Overview

Our Standards are focused on both immediate action and continuous improvement; suppliers are expected to consistently monitor and enforce our standards in their own supply chain, assess their risks, and **make improvements to meet our expectations**.

Supply Chain Standards

We recognize that audits are a snapshot in time and may not identify every high-risk issue. In some circumstances, we may conduct an additional investigation. In these cases, our suppliers are required to meaningfully participate in the investigation, and take immediate action in the event that issues are found.

Qualification Requirements

Key remediation steps:

Audit Requirements

1. Act fast

In certain situations, Amazon will require production to stop and notify you that you are required to take immediate action. As the supplier or service provider, you are responsible for remediating the violation(s) within the timeline requested by the Industry Association.

Accepted Audits

2. Identify the issue

Based on the issues identified, we will provide you with remediation guidance regarding our Standards. This includes steps you can take immediately to correct the non-compliance.

Corrective Action

3. Prioritize remediation from workers' perspectives

During our investigations, we prioritize feedback from workers, and work directly with suppliers to examine the issues, jointly investigate the root cause, and jointly develop a remediation plan.

Supply Chain Management

4. Devise an appropriate and complete response

We will work with you to ensure the steps of the remediation plan are consistently met, and will conduct periodic checks to ensure progress is made before resuming production. We'll also provide preventive actions that you can take to reduce the likelihood of future violations.

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Amazon's core remediation principle: Workers at the center. We put the safety and interests of the affected workers first.

Immediate Action and Remedy (continued)

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We are committed to working with suppliers and subcontractors to foster safe and ethical working environments. However, failure to comply with our Standards and failure to remedy issues within your facilities may jeopardize your business relationship with Amazon.

Supply Chain Standards

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.

Qualification Requirements

Amazon will make every effort to work with you to remediate an issue, instead of terminating relationships, in order to improve conditions for your workers.

Audit Requirements

During remediation, Amazon may:

- Suspend Accelerator premium marketing placements during the investigation until the issues are remediated
- Provisionally resume Accelerator premium marketing placements during remediation so long as action plan milestones are met.

Accepted Audits

Termination will be considered when:

- Supplier refuses to cooperate with an investigation or engage in remediation.
- Supplier does not make progress on a remediation plan.
- Supplier refuses to change behaviors or practices.

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If you have concerns about complying with Amazon's Standards, please email sr-support@amazon.com

Transparency

Overview

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

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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 you in developing a mutually-agreed plan of action to meet our standards over a reasonable period of time.

Qualification Requirements

Our transparency standards include sharing actual records related to working hours and wages. You are expected to provide accurate documentation about facility working conditions, including regular and overtime work hours, wages, deductions, and other relevant information.

Audit Requirements

We will not tolerate unethical behavior of any kind by suppliers or their representatives (for example: bribery, corruption, extortion, falsification of records).

Accepted Audits

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

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

Corrective Action

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, inform Amazon prior to an audit.

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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

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

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

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

Qualification Requirements

Audit Requirements

We encourage you to assess your environmental impact using the [Higg Facility Environmental Module \(FEM\)](#). The Higg FEM is a sustainability assessment tool that standardizes how an individual facility measures and evaluates their environmental performance, year over year.

Accepted Audits

The benefits of the Higg FEM include:

- Identification of your sustainability hot spots, existing level of performance, and improvement opportunities.
- Verified data and scores that you can share with Amazon .
- Benchmarking of your environmental sustainability performance.

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The Higg FEM will help you understand the environmental sustainability of your facility, give you clear guidance on hotspots for improvement, and show how you compare to your peers.

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Additional support

We encourage you to join multi-stakeholder initiatives that can help you assess inherent risks within your own supply chain, identify high-risk sourcing practices, manage relationships, protect the environment, and collaborate with others to implement solutions.

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We also recommend engaging with national institutions in the countries where you operate (such as workers' rights groups, local and national government organizations, manufacturing and consulting services, and civil society organizations).

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Many third-party social compliance organizations provide training and guidance for suppliers. We encourage our suppliers to use the resources in [Appendix 3](#) to continuously improve their own supply chains.

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If you have questions or concerns about our Standards, please email sr-support@amazon.com

1. Glossary of terms

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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 Accelerator 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 products are sourced or produced for brands participating in the Accelerator program (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 Accelerator supplier.

Remediation: A demonstration that a violation of Amazon's 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: Most Industry Association Audits (IAAs) are semi-announced. 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.

Standards: Amazon's Supply Chain Standards, which includes requirements and expectations for suppliers in Amazon Accelerator's supply chain.

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 or services that are sold and delivered through the Accelerator program.

Supplier Code: A term used to describe Amazon's Standards (above).

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.

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2. Frequently asked questions

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What happens if a facility is unable to meet Amazon's Supply Chain Standards?

All facilities must submit an Amazon-approved audit to confirm compliance with Amazon's Supply Chain Standards. We are unable to continue carrying products manufactured in a facility that does not meet Amazon's standards. You should stop sourcing brands participating in the Accelerator program from the facility and request that Amazon removes the facility from your facility list. Please note, unauthorized production will result in termination.

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. Amazon 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 to ensure the findings have been resolved.

How soon will I need to respond to audit findings?

If any issues are identified during the audit that need to be remediated, you will receive a Corrective Action Plan (CAP) from the Industry Association. You must complete the CAP and return it within the specified timeframe. If any critical issues are identified, we expect suppliers to show that they are making meaningful progress towards remediation within a defined timeline, depending on the issue.

What is the cost and length of an Industry Association Audit (IAA)?

This varies based on location and size of facility. The average cost of an IAA is in the range of \$1,200 - \$3,000 USD per facility. Scheduling an IAA for most countries typically takes 4 weeks. The amount of time to fully prepare and pass an audit varies greatly depending on the stability of the facility's management systems.

What are premium marketing placements?

These are high traffic, high-visibility marketing placements on Amazon to drive customer awareness and sales. We look at ASIN health, Brand health and Supply Chain health before we merchandise products on premium placements, including Our Brands placements.

How can I prepare for an audit?

Amazon Social Responsibility developed a self-assessment to help suppliers understand gaps ahead of audits. It takes about 10-15 minutes for the social responsibility contact at a facility to complete and will provide automated remediation tips based upon submission. Link to self-assessment: https://self-assessment.eu.qualtrics.com/jfe/form/SV_56djql9ZGYelHT

You can either reach directly to one of the Industry Associations firms approved by Amazon or we can connect you with an audit firm who will help you prepare and schedule an IAA at a competitive Amazon rate. You are free to work with a qualified audit firm of your choice.

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What do I do after the audit results for my facility are approved?

Amazon will send an email confirming your audit report is valid and meets our minimum requirements. Once you receive this confirmation, you are expected to continue building management systems for worker safety to ensure sustained compliance with Amazon's Standards through regular maintenance audits.

Is there an alternative document that I can provide instead of an Industry Association Audit?

We are not currently accepting any documentation outside of the listed industry associations for validation that a facility meets the Amazon Standards. Please direct any concerns to your primary contact at Amazon or to accelerator-sr@amazon.com.

Can you provide a list of factories that are already Amazon approved?

We are not able to disclose facilities that have been reviewed through the Amazon Social Responsibility program.

Where can I get more information?

Visit the [Amazon Sustainability website](#) to learn more, or contact your main Amazon contact if you have questions about recent or upcoming audits.

To contact Amazon's Social Responsibility team, please email sr-support@amazon.com.

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To help you 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.

amfori BSCI

amfori is a business association for open and sustainable trade, bringing together over 2,300 retailers, importers, brands, and associations from more than 40 countries.

- Main website: www.amfori.org
- Supplier portal: www.amfori.org/content/amfori-bsci-platform
- e-Learning portal: www.amfori.org/content/login-learn-and-thrive-join-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

How to grant Amazon access to review audit:

If you already have a valid amfori BSCI audit (audits with a score of A or B are valid for 24 months, audits with C or below are only valid for 12 months), please provide us with your amfori BSCI 'DBID' number by replying to the latest email from sr-support@amazon.com, if you haven't done so already. We will retrieve the audit report from the amfori BSCI platform.

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
- Supplier portal: betterwork.org/our-work/factory-services
- e-Learning portal: betterwork.org/our-work/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.

How to grant Amazon access to review audit:

Please grant Amazon third-party access in the Better Work portal. Amazon will then retrieve the reports off the Better Work portal. You must be an actively enrolled in Better Work.

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To help you 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.

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: www.responsiblebusiness.org
- Supplier portal: www.rba-online.org
- e-Learning portal: rbaacademy.litmos.com/account/login

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

How to grant Amazon access to review audit:

If you already have a valid RBA audit, please initiate a direct trading relationship with Amazon on the RBA platform and grant access to audits and CAP reports. Please let us know once this is complete by responding to the latest email from sr-support@amazon.com Amazon's Reference Number (ZC0004896)

Sedex

Amazon only accepts Sedex audits conducted by approved audit firms. Email sr-support@amazon.com for a list of accepted audit firms.

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: www.sedexglobal.com
- Supplier portal: www.sedexglobal.com/join-sedex/supplier/
- e-Learning portal: www.sedexglobal.com/our-services/sedex-training/

Recommended training:

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

How to grant Amazon access to review audit:

If you have a valid SMETA, please initiate a direct trading relationship with Amazon on the Sedex platform and grant access to audits and CAP reports. Inform Amazon by responding to the latest email from sr-support@amazon.com Amazon's Reference Number: Amazon Responsible Sourcing (ZC403222393)

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4. Accepted audit firms

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Amazon will only accept SMETAs or SA8000 surveillance audits conducted by one of the following audit firms. Please note this list is subject to change (last updated January 2020).

- ABS Quality Evaluations
- ALGI
- APCER
- Arche Advisors
- BSI
- Bureau Veritas
- CU Certifications
- DNV Global
- DQS CFS
- Elevate
- Intertek
- QIMA (Asia Inspection)
- SGS
- TUV Nord
- TUV Rheinland
- TUV Sud
- UL

Please email sr-support@amazon.com for a current list of accepted audit firms.

5. Country-specific sourcing requirements

Amazon has additional sourcing requirements for the following countries:

Afghanistan	Djibouti	Lebanon	Somalia
Algeria	DR Congo	Liberia	South Sudan
Angola	Egypt	Libya	Sudan
Bangladesh	Equatorial Guinea	Madagascar	Tajikistan
Burundi	Eritrea	Mali	Togo
Cameroon	Ethiopia	Mauritania	Turkmenistan
Central African Republic	Gabon	Mozambique	Zimbabwe
Cambodia	Guinea	Myanmar	Syria*
Chad	Guinea-Bissau	Niger	Ukraine (Crimea)*
Comoros	Haiti	Nigeria	Uzbekistan
Congo	Iran*	North Korea*	Venezuela
Cuba*	Iraq	Pakistan	Yemen

**As a US based company, sourcing from these countries is prohibited*

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6. Sample audit agenda

Agenda item	Length
1. Opening meeting: Discuss the audit process and review the Expectations for Supplier and Auditor Conduct document.	30 minutes
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 minutes

7. Sample notification of assessment

From: sr-support@amazon.com
To: [Accelerator Site Contact]
Cc: [Accelerator Company Contact]
Subject: Audit Request Submitted from Amazon with [Audit firm] | [Site name] | [Site ID] | [Audit ID]
Attachments: Amazon's Supply Chain Standards, Site Information

Dear supplier,

We are reaching out to you as an active site sourcing for Amazon based on information received from the Amazon Accelerator selling partner included on this email. To ensure compliance with Amazon's Supply Chain Standards (attached), we require this site to complete an Industry Association Audit (IAA).

The Amazon Accelerator participant has informed us that this site does not have an IAA and would like to be connected with an audit firm to schedule an IAA at a discounted rate. Amazon Social Responsibility has submitted an audit request on your behalf and [Audit firm] should be in touch shortly. Please let us know if you don't hear anything by next week.

Upon receiving this email, please take the following actions:

- 1. Confirm information for the site that will be audited.** Please review the table attached (Site Information) and let us know if you have corrections to the site or contact information.
- 2. Arrange for timely payment to the audit firm and schedule your audit within the timeframe indicated by audit firm.**

If you have questions regarding this audit or the Social Responsibility program at Amazon, please reply all to this email.

Please let us know if you have any questions.

Amazon Social Responsibility

8. Sample audit documents checklist

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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.

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