

WALMART PRIVATE BRAND SUPPLIER EXPECTATION

Providing safe and affordable

Food so people can live better.

At Walmart, we strive relentlessly to provide safe and affordable food by adopting food safety compliance program. We expect our supplier also to ensure supply of safe affordable food. Thus through this document provide guidelines to ensure food safety and compliance.

*Food Safety
Guidance Document*

SUPPLIER FOOD SAFETY HIGH FIVE

Sourcing Safety

- Source raw material only from FSSAI licensed supplier
- Source safe, quality, wholesome, genuine raw material and additives
- Ensure raw material and additives quality check before using in production
- Ensure one level back traceability of raw material

Production safety

- Ensure production site has valid FSSAI license
- Water wherever used in production must be compliant as per IS 10500.
- Ensure hygiene and sanitation and pest-free environment
- Effectively monitor food safety controls
- Use raw material, additives, only as approved by FSSAI
- Follow FSSAI limit for additives and regulated ingredients
- Maintain proper records of production and control limits.

Storage Safety

- Store food and non-food products separately
- Separate raw, Work in progress, finished, rejected food in storage
- Properly label all designated storage area for food, packaging, waste etc.
- Ensure stocks in storage are rotated as per First Expiry First Out (FEFO)
- Ensure storage area are pest free
- Ensure storage temperature and humidity is maintained

Packaging & labelling safety

- Ensure packaging material is food safe
- Ensure FSSAI and legal metrology compliance for labelling on each food pack
- All mandatory information on the label must be pre-printed on the label.
- Declare all ingredients of the product formulation
- Declare weight using calibrated scale
- Ensure text is legible

Dispatch & Transportation Safety

- Dispatch food with batch specific certificate of analysis/Positive release report
- Declare batch number, date and FSSAI warranty on Invoice (Refer Form D, FSSAI Licensing Regulation)
- Ensure product is delivered in safe, secure vehicles
- Ensure temperature is maintained throughout the supply chain
- Prevent contamination of food during transportation
- Ensure one level forward traceability
- Ensure balance shelf of product at the time of delivery

Private Brand Suppliers Food Safety Requirements

At Walmart, we strive relentlessly to provide safe and affordable food for our members sold through our Best Price Stores. We are committed to comply with all applicable laws and as part of our commitment to continuous improvement; we strongly believe that food safety standards must be adopted throughout the entire food supply chain.

To be considered as a potential private brand supplier for Walmart India Stores, we expect our supplier to ensure regulatory compliance and food safety for their production and supply chain operation. Thus, we hereby provide clear and relevant expectations for our private brand suppliers. These requirements are approved by Walmart India Home Office Food Safety Compliance. Requirements listed in this documents are the key to become Walmart approved Supplier from food safety stand point. Failing to comply with the requirements may subject to delisting until the compliance is achieved.

This supplier expectations guidance document is designed to support you to ensure that the food products we offer for sale are safe and compliant with applicable laws and Walmart specific requirements.

'Private Brand Supplier is a supplier that manufactures/pack a product that is sold as a Walmart branded item under Member's Mark or Right Buy brands and that carries a "Marketed by Walmart" legend on the label

1. Licensing & Registration

We expect our supplier partner to operate with full compliance to law of land and ensure they have valid license and permits to operate as food business operator and ensure that all condition of license are fulfilled all the time without fail.

In case of expired /illegitimate/revoked License regarding scope, manufacturing location etc. we expect supplier partner to inform the Company for business decision.

- All suppliers' must have a valid FSSAI License with complete scope and relevant category produced/manufactured/processed/packed for their respective business facility.

Manufacturing/shipment centers/sub-contracted facility which are involved in Food Supply chain to Walmart Stores. Such appended chain shall be clearly disclosed to Walmart compliance team.

- Supplier to fulfill FSSAI condition of license requirements. Refer below link [http://www.old.fssai.gov.in/Portals/0/Pdf/Food%20safety%20and%20Standards%20\(Licensing%20and%20Registration%20of%20Food%20businesses\)%20regulation.%202011.pdf](http://www.old.fssai.gov.in/Portals/0/Pdf/Food%20safety%20and%20Standards%20(Licensing%20and%20Registration%20of%20Food%20businesses)%20regulation.%202011.pdf)
- Supplier to ensure compliance to other Licenses like Legal metrology.
- Suppliers will be asked to submit proof of license/certificate/registration to the Walmart
- Suppliers are responsible for completing and submitting all licensing and registration forms and paying all licensing and registration fees and returns as per the validity/deadline.
- If your product formulation requires special registration and product approval from FSSAI ensure that same is completed and approval copy be shared with us.

2. Supplier Approval- GFSI (Global Food Safety Initiatives)

The Global Food Safety Initiative (GFSI) is an initiative of the Consumer Goods Forum. Originally founded in Europe by a small group of retailers, the Consumer Goods Forum organization has grown to include more than 400 retailers and manufacturers from around the world.

The intent behind the GFSI initiative is to harmonize the many different audit standards across the world so that once a supplier is certified to one of the GFSI benchmarked schemes, everyone (other retailers) accepts the certification.

This allows suppliers to have just one audit rather than imposing multiple audits from many different standards on the same supplier. This certification process also includes a “stair-step” approach to certification called Global Markets, which is used for those suppliers who need to develop food safety capacity prior to full certification.

In December 2007, Walmart became the first retailer in the US to require suppliers to be certified to one of the GFSI benchmarked standards. All Private Brand food suppliers are required to achieve a GFSI certification.

We require all private brand suppliers, regardless of company size or the inherent food safety risks associated with their products, to either

- Qualify GFSI (Global food safety Initiative) certification¹; or
- Adopt GFSI Global Markets Programme at Basic or Intermediate level

GFSI Roadmap: Supplier may on-board at any of the below listed level basis their level of development

- Level 1- GFSI Global Markets Programme Basic
- Level 2- GFSI Global Markets Programme Intermediate
- Level 3- GFSI certification¹

¹ GFSI Recognized schemes are:

- FSSC 22000
- BRC Global Standards
- SQF
- Primus GFS standards
- IFS Food Standards

For more information about the certification schemes and process, you may contact us through partnering merchant or visit www.mygfsi.com. Refer Annexure – 1, 2 for details on GFSI

Supplier Onboarding:

- Suppliers with valid GFSI certification are on-boarded without any other Food safety audit.
- Supplier without GFS certification are required to pass level 1 and/ or level 2 Audit minimum 70% or more score for on-boarding and subsequently during annual audits.
- Supplier must comply with product conformance to Food safety and standards regulations of India
- Supplier of high risk products like packaged water or products for high risk population like children foods are preferred if they have full scope GFSI certification

Supplier continuous improvement

- Suppliers at Level 1 or 2 are expected to move next Level within maximum time of 1 year.

- All suppliers must ensure to work on root cause of the deviations reported in audits/inspections/testing and share the corrective action plan with Walmart team within 7 days of reporting.

3. Agreement and Specification

- Ensure you have valid Supplier Agreement with Walmart India. Read the agreement completely and properly. In case of query, connect with your partnering merchant.
- All private brand suppliers must adhere to the agreed Specifications for raw material, finished food product and packaging.
- Walmart India approved specifications must be adhered for all Walmart Purchase orders.
- Any revision/change in specifications must be approved from Walmart Food Safety Compliance only.

4. Production Control

We expect our supplier to ensure food safety principles are followed while production, packing, dispatch and transportation of Private brand products.

Raw Materials

We expect our supplier purchase safe and quality raw material. Below are some basic to ensure

- Procure raw material from FSSAI Licensed supplier only
- Maintain traceability of raw material purchased. In case of imported raw material know the country of origin.
- Source Safe, quality, wholesome and genuine raw material including additives, processing aids used in production process. Avoid buying open unbranded product if you do not have the control and visibility of its traceability, consistency, and country of origin, safety and quality.
- Supplier must ensure that all additives and regulated ingredients are used within regulatory limit and use the best proportion for the additive that is permitted at GMP level.
- Maintain the process of checking quality of the raw material and additives before using in production
- Maintain expiry management program for raw materials

Production control:

- Assess risk and hazards for the production environment and establish procedures to eliminate/reduce/control the risk/hazard to safe levels.

You may use below links as reference guide

[http://www.fssai.gov.in/Portals/0/Pdf/Food%20safety%20and%20Standards%20\(Licensing%20and%20Registration%20of%20Food%20businesses\)%20regulation,%202011.pdf](http://www.fssai.gov.in/Portals/0/Pdf/Food%20safety%20and%20Standards%20(Licensing%20and%20Registration%20of%20Food%20businesses)%20regulation,%202011.pdf)

IS 16020:2012- Food Safety Management— Requirements for Good Hygiene Practices
<https://law.resource.org/pub/in/bis/S06/is.16020.2012.pdf>

IS 16021:2012- Good Manufacturing Practices (GMP) — Requirements for organizations

in the food processing sector at

<https://law.resource.org/pub/in/bis/S06/is.16021.2012.pdf>

Storage control:

- Maintain separate storage of Food and Non-Food, Raw, Work-in-Progress, Finished foods, Rejected material separately
- Label and maintain Stock rotation as per FEFO (First Expiry First Out) process
- Maintain proper storage temperature and humidity as applicable to product characteristics

Calibration of Measuring Devices

- Ensure all measuring & monitoring devices (Metal Detector, Pressure gauge, Thermometer, Weighing Scales etc.) are calibrated as per appropriate frequency and calibration certificates must be available at facility.

Fumigation

- Follow Good fumigation practices
- Use only approved fumigant with recommended withdrawal periods

Pest Management System

- Ensure integrated pest management program at their facilities.
- Pest Management must be done through an approved Pest Control Service Provider (Refer Annexure – 4)
- Precautions must be taken to prevent any cross contamination to food, food contact surfaces and packing material from Pest control chemicals

Control Samples

- Retain control samples as per the control sample program that will be shared by Walmart team.

- Walmart Food Safety Compliance may ask supplier to provide the control sample as & when required.

Record Keeping: Maintain all records of monitoring and quality, safety check reports.

5. Packaging

Packaging Material

- Packaging material shall be sourced from Walmart approved suppliers only.
- Comply with packaging specification agreed with Walmart.
- Packaging material shall be kept in strict security control to prevent misuse and cross contamination risk

Packaging

- Use calibrated weighing scale
- Establish monitoring of net weight

Product Label

- Use only approved version of label Art work finalized by Walmart India
- Label declaration must comply with the regulatory norms all the time
- Pasting of additional sticker on label is not permitted. All mandatory label details must be printed on the label
- Ensure printed label details are legible
- Over-writing, double details not permitted
- Any revision/change in Label artwork must be approved from Walmart Team Legal and Food Safety Team.

6. Dispatch

Pre-Dispatch QC Check

- Ensure QC check before dispatch to Walmart Stores

Positive Release Report and Certificate of Analysis (COA)

- Ensure products dispatched to Walmart Stores must accompany with batch specific inspection report (Positive release/Certification of analysis etc.) as defined by Walmart team. These dispatch QC report must be duly verified, signed and stamped by the designated representative of the supplier.

Note: If the product is under testing and results are awaited, do not dispatch the product until conformance report is confirmed as complying with specification.

- Walmart may appoint 3rd party QC at factory for monitoring production and dispatches as the case may arise.

Invoice requirements:

- Declare Batch Number, Date of Manufacturing, Best Before of the product and 'Warranty Note' on the invoice as described in FSSAI Licensing and registration regulation, Refer Form E of FSSAI Licensing and Registration Regulation 2011.

Forward Traceability

- Ensure to track the Quantity produces. delivered to respective Walmart locations batch wise to ensure forward traceability.

7. Transportation

- Ensure transportation agency own/sub contracted has relevant FSSAI transportation license.
- Ensure that vehicle should be clean, secure and weather proof (protection from dust storms and rain).
- In case of temperature sensitive products deliver product in insulated box with cooling medium or in refrigerated vehicle. Ensure temperature is monitored at defined frequency to prevent temperature abuse. We prefer use of temperature data loggers for the Walmart cold chain sensitive products.
- Follow standard practices to prevent cross contamination of food products in transportation.
- Ensure food is protected from sabotage risk while under transportation

8. Incident Management

Customer Complaint Handling

- Promptly address customer complaint with respect to food safety, quality, and Keeping Walmart India team in loop.
- Conduct root cause assessment to take necessary corrective actions to prevent re-occurrence of the issue.
- Share Root Cause assessment (RCA) and Corrective actions plan (CAP)

Regulatory order/notice

- Inform promptly in case of regulatory order/notice on the non-confirmatory in our Branded product with proper documents and reports.
- Ensure the needful actions in consultation with Walmart India team.
- Conduct root cause assessment and take necessary corrective actions to prevent re-occurrence of the issue.
- Root Cause assessment and Corrective actions must be shared and approved by Walmart India team

Product Removal (Withdrawal/Recall)

In case of product withdrawal/recall notification due to any safety, quality or regulatory issues, suppliers must inform Walmart team along with plan of action to mitigate legal action and public health risk and reputational damage to Walmart. Supplier must conduct root cause assessment and take necessary corrective actions to prevent re-occurrence of the issue.

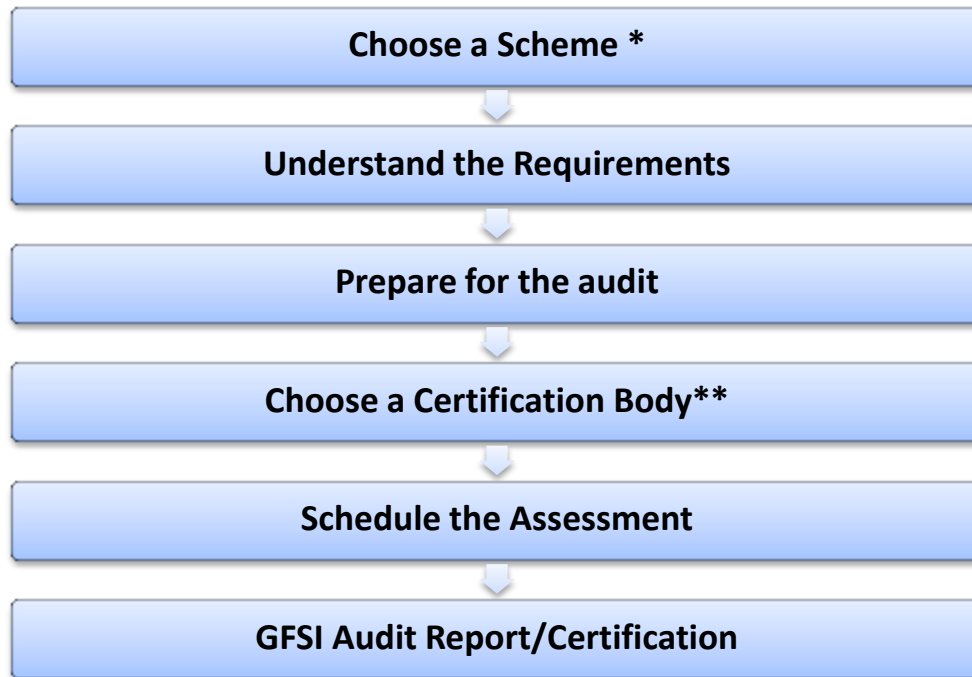
In case, Walmart gets product deviation notification/alert from other sources like regulators, consumer, or our own in-store testing reveals deviation, act promptly to withdraw/recall the stock from market and follow proper procedure for disposal.

9. Certified Products

- In case products require mandatory certification ensure requirements laid down for the certifications are fulfilled and consistently maintained. Example, Water, require ISI marking.
- In case of organic products, supplier needs to have valid certification for organic products inspected and certified by the approved agency under INPOPS (India's National Program for Organic Product Standards) - APEDA (Agricultural & Processed Food Products Export Development Authority).
- Supplier with organic product must ensure backward and forward traceability on Trace net.
- Supplier must provide transaction certificates for the organic products batch wise. .
- For details Refer [Annexure – 5](#)

Annexure - 1

Steps to becoming GFSI Certified



*You may Refer GFSI website www.mygfsi.com for more details on GFSI recognized schemes and take support from Walmart Team.

Note: Manufacturing Schemes are for processors while the Primary Production Schemes are for produce suppliers.

**Please visit NABCB (National Accreditation Board for Certification Bodies) website at <http://nabcb.qci.org.in>, selecting list of Food Safety Management System (FSMS) Certification bodies.

Note: It is strongly recommended that suppliers must check and verify the **scopes of accreditations and validity period of the accreditation** of the certification bodies they select for GFSI benchmark certification.

Annexure - 2

GFSI (Global Food Safety Initiative) Markets Capacity Building Programme

Basic (B) and Intermediate (I) Level Assessor Guideline

Basic: Version 2		Intermediate: Version 2	
A. Food Safety Management Systems		A. Food Safety Management Systems	
B.A 1	Specifications including product release	I.A 2	Traceability
B.A 2	Traceability	I.A 3	Food Safety Incident Management
B.A 3	Food Safety Incident Management	I.A 6	Management Responsibility
B.A 4	Control of non-conforming product	I.A 7	General Documentation Requirements
B.A 5	Corrective Action	I.A 8	Control of Measuring & Monitoring Devices
B.A 6	Management Responsibility	I.A 9	Training
B.A 7	Record Keeping Requirements	I.A 10	Procedures
B.A 8	Control of Measuring & Monitoring Devices	I.A 11	Complaint Handling
B.A 9	Training	I.A 12	Product Analysis
		I.A 13	Purchasing
		I.A 14	Supplier Approval and Performance Monitoring
B. Good Manufacturing Practices (GMPs)		B. Good Manufacturing Practices (GMPs)	
B.B 1	Personal Hygiene	I.B 9	Storage and Transport
B.B 2	Facility Environment	I.B 10	Facility and Equipment Maintenance
B.B 3	Cleaning & Disinfection		
B.B 4	Product Contamination Control		
B.B 5	Pest Control		
B.B 6	Water Quality		
B.B 7	Staff Facilities		
B.B 8	Waste Management		
B.B 9	Storage and Transport		
C. Control of Food Hazards		C. Control of Food Hazards	
B.C 1	Preliminary tasks	I.C 3	HACCP
B.C 2	Control of Allergens	I.C 4	Food Defense

Annexure - 3

Food Analysis Laboratories

Suppliers need to ensure Food Analysis through an approved NABL accredited FSSAI notified Laboratory. Suppliers can avail Food Analysis from any of the below listed NABL accredited FSSAI notified Laboratories.

- Intertek India PVT Ltd
- TUV SUD South Asia Private Limited
- Bureau Veritas Certification (India) Pvt. Ltd
- SGS India Pvt. Ltd
- DNV GL Business Assurance India Pvt. Ltd.

For more details on the NABL accredited FSSAI notified laboratory, please visit FSSAI website at <http://www.fssai.gov.in>

Note: It is strongly recommended that suppliers must check and verify the **scopes of analysis and validity period of the accreditation** of Food Testing laboratories.

The screenshot shows the FSSAI website interface with several red boxes and arrows indicating a four-step process:

- Step 1. Click**: Points to the 'FOOD TESTING' tab in the top navigation menu.
- Step 2. Click**: Points to the 'NOTIFICATIONS -' link in the left sidebar.
- Step 3. Click**: Points to the 'GAZETTE NOTIFICATION' link in the left sidebar.
- Step 4. Screen List for Approved Laboratory Gazette.**: Points to the 'Draft Notification' section on the main page.

The website content includes a navigation menu with categories like FSS LEGISLATION, FOOD STANDARDS, SAFE FOOD PRACTICES, COMPLIANCE, FOOD TESTING, CAPACITY BUILDING, IMPORTS, and PARTNERSHIPS. The main content area features sections for 'Draft Notification' and 'Notices for comment', each with a representative image and a 'Read More...' link. The bottom of the page shows a Windows taskbar with the time 9:15 AM on 1/17/2017.

Annexure - 4

Pest Control Service Providers

Suppliers need to ensure integrated pest management system in their facilities. Pest Management must be done through an approved Pest Control Service Provider. Suppliers can avail pest control services from any of the below listed pest control service providers.

Sl. No.	Pest Control Service Providers	Reference Contact Detail	
1.	Pest Control of India	www.pestcontrolindia.com	18002122125
2.	National Bulk Handling Corporation (NBHC)	www.nbhcindia.com	+91 2245101000
3.	HI Care Services	http://hicare.in	+91 11 39889988
4.	Diversey India	www.diverseycareolutionsindia.com	18002092095
5.	Dine Pest Control Services	www.dinepestcontrol.com	+91 9216599494
6.	Rentokil Pest Control Services	www.rentokil.in	18001219888

For more details on Pest Control Service provider in your state, please visit Indian Pest Control Association of India (IPCA) website at <http://ipca.org.in/>

Note: It is strongly recommended that suppliers must check and verify the **scopes of services and validity period of the license** for pest control.



Annexure - 5

Organic Food Inspection & Certification Bodies in India

Refer to requirements of organic products as per standards provided in INPOPS (India's National Program for Organic Product Standards).

For updated status on the inspection and certification charges, please visit APEDA (Agricultural & Processed Food Products Export Development Authority) website at <http://www.apeda.gov.in/apedawebsite/organic/index.htm>

Note: It is strongly recommended that suppliers must check and verify the scopes and validity of the Inspection and Certification Companies for Organic products.

