

Transparency and Supply Chain Monitoring Policy

Frequently Asked Questions



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Systems Access

Asda Supplier Portal

How do I ensure I receive communication via the supplier portal?

Access the Asda Supplier Portal [here](#).

- In order to receive comms from **Asda**, you need to be onboarded onto our supplier portal as either a Portal User or Non-Portal User.
- You will need to be added as a portal user by the portal admin for your business. You can find out who the admin for your business is [here](#).
- If you do not have an admin set up for your business, please log a ticket [here](#).
- For any other queries relating to the Asda Supplier Portal please raise a ticket [here](#).

Open Supply Hub

Can Open Supply Hub capture information directly from Sedex?

No. Open Supply Hub and Sedex are separate entities and are two different parts of our supplier requirements. All in-scope sites, as defined by the policy, must be disclosed and claimed by suppliers at the time of onboarding to [Open Supply Hub](#).

If you have any functional issues with the Open Supply Hub website, portal or upload process, please contact their helpdesk – support@opensupplyhub.org.

Additional resources are available [here](#).

IPL supplier website

How do I receive comms from IPL?

- In order to receive comms from **IPL**, you need to be registered to the IPL supplier portal as a Goods For Resale or Goods Not For Resale supplier.
- You can register the relevant users [here](#): and click Register.
- if you have issues registering to the supplier portal or access issues please contact Compliance@ipl-ltd.com.

Hive

How do I access the HIVE?

- The Hive is not used by the Responsible Sourcing and Human Rights Team.
- Suppliers need to contact their Supplier Administrator for new accounts to be created.
- Please email support@opalbpm.com with any user access queries.



Technical Queries

Can you please confirm that the FCCA is required in addition to completing the Sedex SAQ every six months?

Yes, these are two distinct requirements. The Sedex SAQ is a Responsible Sourcing requirement that enables our team to risk assess a facility, while the FCCA (Factory Capacity and Capability Audit) is a technical assessment that evaluates a supplier's manufacturing capabilities and production capacity to ensure compliance with technical standards. For questions relating to the FCCA audit, please speak with your category technical manager.

Can we apply/request the FCCA in Retail Link? If no, what platform should we use to request the audit?

FCCA is a Walmart specific audit which we are using until we transition away from the Walmart system. Suppliers can request and apply for the FCCA audit through Retail Link until June 30th, 2025. For any questions regarding the FCCA audit, please consult your category technical manager.

Can you please confirm that we will need to follow AFTA instead of FCCA with our audit this year?

Yes, we plan to transition to ATFA (Asda Technical Factory Audit) in the second half of this year. As we work with shared Walmart suppliers, we will continue to accept the FCCA audit. If you trade with Walmart, the FCCA audit report and score can be shared with Asda via the Asda supplier portal beyond June 30th, 2025. From July 1st, 2025, you can use the Bureau Veritas (BV) One connect platform to apply for ATFA audits. BV will be our sole technical audit company managing the ATFA audits. For any questions regarding the FCCA audit, please contact your category technical manager.

Accepted Audit Bodies

I have sites where SMETA is not the preferred audit body e.g. SIZA, BSCI, RFA, are these accepted audit bodies under the new policy?

Due to the scale and complexity of our programme, maintaining consistency in audit methodologies is essential for optimal effectiveness. Therefore, SMETA remains our preferred approach, though we continue to accept other audit methodologies. Approval for alternative methodologies can be requested through the Asda Responsible Sourcing and Human Rights team responsiblesourcingqueries@asda.uk. Please do this prior to instructing any audits to ensure we are able to accept the report and findings.

George Audit Requirements

Are wet processors (fabric mill dyers and printers), for apparel suppliers in scope of the new policy update?

Mills are currently out of scope of the policy unless nominated or if they carry any branded designs artwork or used for Disney. Any Printing facilities are in scope as well as washing and embroidery units.



Can I access the new supplier policy from the George supplier website?

Yes. You can access the George Supplier website [here](#) to access the policy. As a supplier you will need to have an account and be logged in to access this policy.

Asda Risk Ratings and Audits

How do Asda determine risk and where can I find my supplier site risk rating?

When a supplier and site is onboarded, the Asda Responsible Sourcing and Human Rights team will risk assess a site using Sedex SAQ and Radar tool, open-source country and sector data, reported labour and human rights incidents and NGO/academic research. Once risk is determined, suppliers will be informed of each site's risk category via email.

In some instances, additional due diligence may be required, and this will align with our work on Saliency.

Is it possible that the risk rating for sites is impacted by the environmental aspects of the SAQ and not the social?

Risk rating is determined using Sedex SAQ and Radar tool, open-source country and sector data, reported labour and human rights incidents and NGO/academic research.

Does my spend with Asda affect the need to comply with the new policy?

No, we are working with risk. If you do not believe it is suitable or you have concerns as to how our programme may function, please reach out to responsiblesourcingqueries@asda.uk.

In areas such as GNFR we are looking to best define this scope and the tools we deploy to understand and manage risks.

In Scope Clarification

Does a product sold exclusively to Asda for a short period of time e.g. 3 months before being sold into the wider market fall into scope?

No, large established brands with significant market presence supplying exclusive varieties to Asda for a short period of time e.g. 12 weeks, before it is sold to the wider market, where no part of production is unique or specific to Asda, would be out of scope for this policy.

Brands with less market presence will fall within scope of this Policy.

Are co-manufacturers in scope of the policy?

Suppliers are required to understand the Transparency and Supply Chain Management Policy and its application to the supply chain. There may be instances where there are questions or nuances in production. In these instances, please reach out to responsiblesourcingqueries@asa.uk

Do non-exclusive products which are packaged in Tickled Pink branding fall into scope of this policy?

No, charity partnerships fall out of scope with the policy, where a supplier branded product is supplied featuring exclusive packaging e.g. Tickled



Pink and the product is available in other retailers without the exclusive packaging and no part of the production is unique or specific to Asda.

