



Equal Opportunity Policy

2025



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1. BRIEF

Flipkart is an equal opportunity employer and is committed to equal employment opportunities such that all employees feel included, that they belong, and can innovate & excel every day.

Flipkart takes pride in its high-performing inclusive teams, where everyone has a voice on the table and diversity of thoughts, styles and actions is celebrated. In this, Flipkart is guided by its value of Inclusion, and has a dedicated Equality Charter that focuses on inclusive talent attraction, talent development & retention, and culture & policies, supported by strong leadership commitment.

2. PURPOSE

This policy aims to create a fair and accessible workplace to everyone. It also focuses on ensuring an equitable workplace where everyone is given the dignity and respect they deserve and that their differences are celebrated.

3. SCOPE

- The equal opportunity policy applies to all employees and job applicants at Flipkart.
- The policy guarantees that all persons will be treated with dignity and respect, to discharge their duties effectively with the standards of accessibility (infrastructure facilities) and grievance redressal mechanism provided in this policy.
- This policy is in addition to the Global Discrimination and Harassment Prevention Policy.
- The scope includes ensuring equal opportunity to People with Disability as mandated in the *The Rights of Persons with Disabilities (RPWD) Act, 2016-17*.

4. ELIGIBILITY AND EXCLUSIONS

** This policy covers processes that are in scope of Flipkart and all processes that are not under the control of Flipkart in terms of recruitment, pay and designation of contractors deployed by third party agencies, are excluded in the scope of this policy.*

5. DEFINITIONS

Reasonable Accommodation: According to the RPWD Act 2016, reasonable accommodation means necessary and appropriate modification and adjustments, without imposing a disproportionate or undue burden in a particular case, to ensure to persons with disabilities the enjoyment or exercise of rights equally with others. Reasonable accommodation may be considered for anyone with a unique need.

Person with Disability: A person with long term physical, mental, intellectual, or sensory impairment which, in interaction with barriers, hinders his/her/their full and effective participation in society equally with others.

Discrimination: Practice of unfairly treating a person or group differently from other people or groups of people.

Harassment: This is a form of discrimination; it includes any unwanted physical, verbal and/or online conduct that offends or humiliates an individual. Harassment can take many forms, such as mental/sexual/psychological harassment, bullying, cyber-bullying etc.

Job Applicant: Individual who applies for a post of employment at Flipkart Group and entities by going through the hiring process defined.

6. EQUAL OPPORTUNITY STATEMENT

We are committed to fostering an environment that provides equal opportunity, without any discrimination on the basis of sex, gender identity/expression, sexual orientation, disability status, age, veteran status, HIV/AIDS status, pregnancy, or any other status protected by the law. Employment here is based solely upon individual merit and qualifications directly related to professional competence.

We provide reasonable accommodation to qualified employees or applicants for employment.

7. PROCEDURE

1. The policy of equal opportunity and anti-discrimination applies to all aspects of the relationship between Flipkart and its employees, including:
 - a. Compensation & benefits
 - b. Performance development
 - c. Promotions
 - d. Role change / Internal transfer
 - e. Opportunities for visibility, growth and L&D
 - f. Working conditions
 - g. Application of policies, procedures and rules
2. Flipkart will not tolerate any discrimination, victimization, bullying and harassment of any type and affords equal opportunities to persons with disability as per the law, that will include any employees and applicants.

Job Roles for Persons with Disabilities:

3. Jobs will be open to all candidates, and the hiring process/practices will be fair to all job applicants, including persons with disabilities. Selection criteria will be solely merit based. Job applicants are requested to inform if they require any support/assistance at the hiring stage, and Flipkart will make reasonably feasible arrangements to accommodate the request. Flipkart shall not compel a person with disability to partly or fully pay the costs incurred for reasonable accommodation.

4. All posts in the company will be deemed suitable for persons with disabilities and selection of employees at Flipkart will be based strictly on the job requirements and the qualification and competency of the candidate to satisfactorily fulfil them. Candidates shall only be assessed on these parameters and shall not be discriminated against at the time of hiring and no opportunity will be denied to any person only on account of their disability.

Post Recruitment & Training:

5. Specific training required for persons with disabilities to fulfil their role and any post recruitment training is provided based on nature and business role.
6. Developmental and advancement opportunities will be based on performance, ability and potential, factoring in work enablers being provided to all Flipkart employees to deliver to their fullest potential.
7. We provide process training in sign language to ensure accessibility and inclusivity for employees with hearing impairment and speech impediment. Other PWD employees receive regular induction and process training to support their development and integration.
8. Assistive technology training and workplace enablers will be provided as needed:
 - At the facilities, areas where PwD persons are stationed for work, specific signages are added to enable all employees to communicate with them in the right manner.
 - While all employees are given drills on safety, more often than not, persons with hearing disability are unable to hear the siren. To correct this, emergency devices are placed around the neck as a tag for such employees, and when it glows red, they are promoted to move to the safety point.
 - Employees with disabilities in the warehouse floor are identified with black and gray-striped jackets that they wear as a security measure.
 - Additionally, the facilities are provided with ramp access and higher platforms to meet the requirements of these employees. All facilities have large open doors to enable smooth movement of employees
 - Dedicated washrooms are provided and wishmasters with disabilities also have access to modified vehicles to help them fulfill their every task.

Facilities and Amenities Provided to Persons with Disabilities:

9. Flipkart shall ensure that proper infrastructure facilities, amenities and reasonable accommodation is provided to persons with disability to enable them to effectively discharge their duties or access the facilities and services of the establishment.

Flipkart is committed to ensuring an inclusive and accessible environment for employees and visitors with disabilities. The following facilities and amenities are provided:

Category	Description	Accessibility Details
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Movement and Accessibility:	Step-free access with ramps, wide doorways, and wheelchair-friendly corridors	Available at all 3 towers A,B,C and all 30 floors.
Drinking Water and Restrooms:	Accessible drinking water dispensers and dedicated restrooms equipped with grab bars, sensor-based taps, and anti-skid flooring.	Available on all office floors
Parking:	Designated accessible parking spots near entrance and lift lobbies.	In Basement 1 and Basement 2, next to the lift lobbies of all three towers
Workstations and Seating Arrangements:	All our workstations are suitable for people with wheel chairs to work with. Height-adjustable desks are also available in common/Breakout areas.	7000+ Height adjustable tables are available on all 30 office floors
Staircase:	Tactile flooring (anti-skid) and grab rails installed across all our internal staircases along with warning blocks as well as per HG 2021	Available on all 30 floors
Elevator Safety:	Lift lobbies have floor numbers and lift call buttons in Braille. The elevators also have a dedicated priority call button for wheelchairs	Available on all 30 floors
Emergency Evacuation & Strobe Lights:	Pathfinding/strobe lights, exit signs, alarm activation, back up power. Emergency evacuation wheel chairs at the emergency exits available on every floor.	Available on all 30 floors

Entryways & Passages:

All areas of the buildings are designed to be wheelchair friendly, the entry doors and lobbies are wide enough to accommodate free movement of wheelchairs, the office has

motion sensing sliding doors at the main entrance making it easily accessible, there are connection bridges connecting all three buildings which are wheelchair friendly.

All common areas are either leveled or ramped for easy access.

The workstations are designed to make them easily accessible from a wheelchair.

Parking:

The office has designated parking slots for persons with disabilities.

These are kept adjacent to or very near to the lift lobbies for easy access.

The Lift entrance has a separate ramp & turnstiles designed for easy access on a wheelchair.

Lifts:

The lift lobbies have wide doorways and are very spacious and designed not just to provide easy access, but also to allow someone in a wheelchair to turn around comfortably.

The lift buttons are placed at a height that can be accessible through a wheelchair.

We also have Braille on the call buttons as well as chimes and voice announcements in the lifts to help visually challenged users.

The lifts in C block also have a separate call button to summon an empty lift to ensure there is enough space in the arriving car for a wheelchair user.

Restrooms:

Every floor of the office has a dedicated washroom for persons with disabilities; these are designed with wider entry and bathroom doorways.

The restrooms are equipped with reinforced grab bars next to the toilet seat, the wash basins have space underneath for easy access on wheelchairs and have sensor-based taps.

All fittings like light switches, health faucet, soap dispenser, hand dryer etc. are installed at a height that is easy to access from a wheelchair.

Drinking water:

Every floor has a dedicated pantry area with a drinking water dispenser that is available.

Seating Arrangement/ Waiting Rooms:

The reception is located on the ground floor with no elevation or a step-up at the main entrance which makes it easy to access by anyone.

The waiting areas are large open spaces with concrete flooring that provides better traction/anti-skid properties.

The waiting area also has dedicated restrooms with wide access and necessary support inside as per government regulations.

Accessible Workstations:

Workstations are made wide to accommodate a wheelchair. In addition, we have height-adjustable tables available on all floors that can be adjusted to the user's requirement with the press of a button.

Preference in Transfer and Posting: Flipkart acknowledges the unique needs of employees with disabilities and provides:

Internal Job Posting Policy: Employees have the opportunity to apply for roles in their preferred locations. All positions are mandatorily posted and circulated internally, ensuring transparency and accessibility for internal candidates.

In specific cases, employees may be given preference in selecting their desired location, subject to organizational requirements and feasibility.

Assisted Devices/ Barrier Free accessibility:

10. Flipkart shall also endeavour to provide provisions for assistive devices, barrier-free accessibility, and other provisions at all locations that are normally accessed by the persons with disabilities through modification of structures and facilities as necessary.
 - o Signages are added in facilities for ease of communication for persons with disabilities.
 - o Persons with hearing disability have access to emergency devices which glow red during an emergency.
 - o Employees with disabilities in the warehouse floor are provided black and grey-striped jackets as a security measure.
 - o Facilities are provided with ramp access and higher platforms.
 - o All facilities have large open doors to enable smooth movement of employees.
 - o Delivery personnel with disabilities have access to modified vehicles.
 - o Enhanced keyboard navigation and enhanced screen reader support are enabled for all users of our Intranet.
11. Any request for additional modifications can be made to the liaison officer.

Special Leave, Residential Accommodation Preference, and Other Facilities:

12. Flipkart offers wellness leave. Leave required by a person with disability for specific needs can avail this leave.
13. Part Work Part Pay - For employees who want to take reduced hours with reduced pay
14. Any reasonable accommodation taken care of on a case to case basis. Eg: In January 2025, we presented multiple role change options to an employee with a disability who expressed a desire to relocate closer to her family.

Liaison Officer:

15. Flipkart has appointed Flipkart's I&D Leader as liaison officer who shall oversee any requests for assistance raised under this policy.

8. GRIEVANCE PROCEDURE

All employees must comply with this policy and all applicable laws and regulations. Compliance is also required when an employee is acting in their capacity as a representative of the Company. In the event of violation of this Policy, the aggrieved person can raise a grievance through the grievance redressal forum and the escalation matrix provided therein.

Grievances can be raised via the We Listen portal or the Ethics channel.

Ethics grievances are registered via the two channels given below:

Via the Ethics Hotline - 1-800-102-1482 and & 800-050-1482

Via mail - ethics@flipkart.com

9. GENERAL GUIDELINES

- The Policy will be displayed on the intranet, corporate website as well as office notice boards.
- This policy requires all employees, and particularly managers and leaders, to actively contribute towards an environment of respect, inclusion and fair practices.
- Human Resources is responsible for overall compliance and will maintain personnel records in compliance with applicable laws and regulations.
- For clarification regarding any provision, reach out to the I&D team. This Policy is subject to change at any given point of time by Flipkart. The decision of the company shall be final and binding. Any amendments or additions to this policy would be communicated in writing and shall form a part of this policy.

10. CONTACT MATRIX

- Grievances can be raised via the We Listen portal or the Ethics channel.
- Ethics grievances are registered via the two channels given below:
- Via the Ethics Hotline - 1-800-102-1482 and & 800-050-1482
- Via mail - ethics@flipkart.com

11. POLICY MANAGEMENT

Document ID	FKE_EEO_1.0
Policy Owner	I&D + Ethics
Recommendation for approval	Eric Lee James, Sudha, Sweta Sharma
Legal Reviewer	Sweta Sharma
Document Approver	Eric Lee James
Date of Approval	20th March, 2025
In Effect From	5th February, 2021
Next Review Date	30 March 2026

ANNEXURE:

Roles are currently tagged to PWD Employees: Data Entry Operator (FTC) , MIS Executive, Shift In-charge, Hub Incharge (for small hubs), Sorting Executive(FTC)

Role	Department	Hired (Yes/No)	Mention Number of positions
Area/Regional Manager	Supply chain	Yes	3
Assistant Manager	Central & Business Development	Yes	2
Associate Director	Ethics & Compliance	Yes	1
Executive + Senior Executive + Lead + Team Lead - Hub Operations	Supply chain	Yes	25

Lead - Central & Last Mile	Supply chain	Yes	3
Lead - Customer Experience & Finance	Supply chain	Yes	2
Business Finance Analyst	Finance	Yes	1

Review & Update: As part of our commitment to inclusion, we have set clear timelines for evaluating and identifying additional roles for **Persons with Disabilities (PWD)** within the organization. We will conduct a comprehensive review of available roles and assess if there are any further positions that could be suitable for employees with disabilities, ensuring equal opportunities for career advancement. This process will be done on a **bi-annual basis**, allowing us to continuously enhance role accessibility for PWD employees. The last evaluation was conducted in Jan 2025.

Manner of Selection of Persons with Disabilities for Various Posts: Flipkart ensures a fair selection process with reasonable accommodations for candidates with disabilities:

●**Accessible Job Advertisements:** Postings will be available in accessible formats.

As per process - we tie up with entities, different communities, We work with Disability Inclusion, partners who assist with hiring/assimilation of people with disabilities.

●**Application Support:** A dedicated section in the application form will allow candidates to indicate disabilities and request accommodations.

Our Talent Acquisition forms feature a dedicated section that enables candidates to specify their disability type and request reasonable accommodations for the recruitment process. This provision allows us to offer the necessary support from the outset, ensuring a fair, inclusive, and accessible hiring experience for all candidates.

●**Interview Support:** Provisions such as scribes, interpreters, and flexible assessment methods will be made available.

Based on the disability type, we have specific support such as flexibility of assessments and interviews to enable a smooth interview process for the candidates.

●**Inclusive Selection Committee:** PwD representatives or experts are part of the selection process, to enable a fair selection process.

Executive version of the ETV site Access Audit report in a tabular format for reference:

Non-Compliance Identified	Area/Location	Recommendations for compliance	Mitigated Yes/WIP
No accessible guidance from security entry to main entrance for VI persons	External Environment	Add tactile pathways from the entrance to the lift lobby	Planned for 2025-2026
Heavy push doors difficult for LV and WC users	Entrances	Reduce push force and add kick plates for protection	Planned for 2025-2026
Room nameplates lack braille and tactile signage	Meeting Rooms	Install braille and tactile signage at 900-1500mm height	Planned for 2025-2026
No accessible row numbers for VI persons	Workstations	Provide braille and tactile signage for navigation	Planned for 2025-2026
Foot wash area in prayer room too high for WC users	Prayer Room	Lower the foot wash area for accessibility	Planned for 2025-2026
No tactile blocks on stair landings	Stairs	Add tactile warning blocks before and after stairs	Yes
No audio announcement in lift	Elevator	Install audio announcements for floor identification	Yes
Control panel in lift operates on sensors, making it inaccessible for VI persons	Elevator	Provide tactile buttons and accessible height control panels	Yes
No tactile flooring in lift lobby	Lift Lobby	Install tactile flooring for easier navigation	Planned for 2025-2026
Inaccessible signage without braille	Signage across building	Use raised alphabets, braille, and appropriate placement	Planned for 2025-2026
Lock system not accessible for limited hand movement	Toilets	Modify locks for ease of access	Planned for 2025-2026
No braille menu for VI users	Cafeteria	Provide braille menus at all food counters	Planned for 2025-2026
No evacuation plan in braille or tactile format	Emergency Evacuation	Provide tactile evacuation maps at recommended heights	Planned for 2025-2026
No visual alarms for HI persons	Emergency Evacuation	Install visible visual alarms in all key areas	WIP(only in toilets

Non-Compliance Identified	Area/Location	Recommendations for compliance	Mitigated Yes/WIP
			pending)
No accessible pathways and signage for VI persons in emergency routes	Emergency Evacuation	Add tactile floor guidance and high-contrast signage	Planned for 2025-2026

Executive version of the Access Audit Report - Yakubpur in tabular format for reference:

Non-Compliance	Area/Location	Recommendations	Mitigation Yes/ WIP
No accessible guidance from security entry to main entrance for VI persons	External Environment	Add tactile pathways for navigation	Planned for 2025-2026
Elevated manhole on walkway poses an obstacle for PwDs	Walkways	Provide smooth transitions, ramps, and clear signage	Planned for 2025-2026
Lack of kerb ramps for wheelchair and pedestrian access	Pathways	Install kerb ramps with tactile guiding pathways	Planned for 2025-2026
No accessible parking for PwDs	Parking	Designate accessible parking with International Symbol of Accessibility	Planned for 2025-2026
Uneven paver blocks in parking cause difficulty for WC and VI users	Parking	Ensure smooth, firm, and level parking surfaces	Planned for 2025-2026
No tactile floor guidance or tactile building layout map	Reception Area	Provide tactile guidance paths and an accessible map with braille	Planned for 2025-2026
No accessible row numbers for VI persons	Workstations	Install braille and tactile signage for navigation	Planned for 2025-2026
No clear signage for emergency exit routes	Emergency Routes	Add clear and internally illuminated signage	Planned for 2025-2026
Staircases lack tactile warnings and high contrast on landings	Stairs	Install tactile warning blocks and high-contrast stair edges	Planned for 2025-2026
Loose grab bar in PwD restrooms	Toilets	Ensure grab bars are securely fixed	Yes
No braille signage for toilets	Toilets	Install raised alphabet and braille signage at appropriate height	Planned for 2025-2026
Lock system not accessible for	Toilets	Modify locks for ease of	Planned

Non-Compliance	Area/Location	Recommendations	Mitigation Yes/ WIP
limited hand movement		use	for 2025-2026
PwD toilet entrance ramp has incorrect gradient and no landing	Toilets	Ensure ramp gradient is 1:12 with proper landing	Planned for 2025-2026
Hand wash area in cafeteria is too high for WC users	Cafeteria	Lower washbasin height (750-850 mm) with minimum 530 mm clearance	WIP (will be done in toilets assigned for PWD)
No braille menu for VI users	Cafeteria	Provide braille menus at all food counters	Planned for 2025-2026
Creche room entrance lacks a ramp	Creche Room	Install ramp with 1:12 gradient for wheelchair accessibility	Planned for 2025-2026
Lockers lack braille signage	Locker Rooms	Install braille labels on locker numbers	Planned for 2025-2026
Evacuation plans are not tactile or at recommended height	Emergency Evacuation	Provide tactile and braille evacuation maps	Planned for 2025-2026
No visual alarms for HI persons	Emergency Evacuation	Install visual alarms in key areas, including toilets and storerooms	Planned for 2025-2026