

# Kohl's New Facility Onboarding Guide

Updated March 2026

When onboarding a new facility with Kohl's to an existing vendor's matrix, the following steps must be taken prior to placing production in this facility.

## 1. Facility Documentation

To initiate the process, the vendor must submit a **Factory Evaluation (FE)** to the Factory Compliance team ([FactoryCompliance@kohls.com](mailto:FactoryCompliance@kohls.com)). Specific forms exist for general factories, mills, and trim suppliers, all found on K-Link (*Resources > Global Trade Compliance > Factory Compliance > Social Compliance*). The FE form must include a SCAN ID, HIGG ID, and ZDHC ID.

## 2. Social & Environmental Compliance

Once the FE is reviewed, the facility must meet specific audit and assessment standards. For any questions on these requirements, please contact [FactoryCompliance@kohls.com](mailto:FactoryCompliance@kohls.com)

- **Social Compliance (SMETA):**
  - *New Facilities:* A 4-Pillar SMETA audit conducted by a Sedex Approved Audit Company is required.
  - *Existing Sedex Members:* Must link with Kohl's (ZC5000073917) on the Sedex platform to share visibility of the Self-Assessment Questionnaire (SAQ) and recent 4-Pillar SMETA.
  - If a valid audit has not been conducted in the last 6 months, a new one must be scheduled within 30 days of FE approval.
- **Corporate Customs Trade Partnership Against Terrorism (CTPAT):**
  - Kohl's will assign a CTPAT self-assessment via the BSI platform.
  - All Tier 1 facilities must maintain a current SCAN security audit.
- **Environmental (Higg Index):**
  - Facilities must complete the Higg Index Facility Environmental Module (FEM) self-assessment.
  - Strategic vendors may require a verified FEM (vFEM) audit.

## 3. Quality Assurance & Technical Requirements

Simultaneous to the compliance checks, the facility must meet technical quality standards managed by the QA/Product Integrity team. For any questions on these requirements, please contact [Quality.Assurance@kohls.com](mailto:Quality.Assurance@kohls.com)

- **Factory Technical Audit (FTA):**
  - All tier 1 facilities require a 3rd-party (Intertek, SGS, BV) factory technical audit to assess quality and risk management. A minimum score of **70** is required for production.
  - Expiration is based on the overall score: **70-<90** required **annually**, **>=90** required every **2 years**
  - Best practice is to complete this prior to the Social Compliance audit. Scheduling may take **2-4 weeks**.
- **Chemical Management (ZDHC):**
  - Vendors must ensure facilities (Tiers 1-3) are registered and connected in the ZDHC Gateway. Vendors can do so by emailing [pd-chemical.sustainability@kohls.com](mailto:pd-chemical.sustainability@kohls.com) with your Facility Name, Facility Contact, and Facility Contact Email.
  - Facilities with chemical inventories are also required to complete InCheck reporting biannually.
- **Initial Production Inspection:**
  - A mandatory Third-Party Top of Production (TOP) inspection must be conducted on the new facility's initial production run. All Inspection Documents can be found on K-Link (*Resources > Private and Exclusive Brands > Quality Assurance*)

**Production may begin at the new facility once confirmation from the Factory Compliance team is provided. Import vendors must alert Avery Dennison of new facility addition.**

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### Are there additional requirements if Disney-licensed products will be produced in the facility?

If the new facility will produce Disney goods, a **Kohl's approved FAMA** (Facility and Merchandise Authorization) must be obtained prior to orders being written, a process that can take up to 6 months.

Disney will review audits conducted within the last 6 months. Though mills are not typically required to conduct a Kohl's social audit, any mill that will be FAMA certified is required to go through this audit.

To initiate the FAMA application process, please email Factory Compliance as soon as possible. If a facility is already FAMA approved through another retailer, please provide the Disney FAC ID. Facilities in Vietnam, Cambodia, and Bangladesh must be a part of the Better Work program.

If facilities do not meet Disney's Minimum Compliance Standard (MCS), the facility will not be eligible for FAMA approval for one calendar year.

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### Is there a guideline for what is needed to set up the new facility with Avery Dennison? (Import Vendors only)

Email [software.support@ap.averydennison.com](mailto:software.support@ap.averydennison.com) with subject line:

New Factory Add Request for <Vendor Name> <Member ID>

"A new factory has been approved by Kohl's for use by <Vendor Name>. Can you please add this factory to Avery & Infor Nexus records? Please see details below:"

Vendor name:

Member ID (same ID as Infor Nexus):

Factory Name:

Factory Code:

Factory Address:

City:

State:

Country:

Postal Code:

Contact Person (email):

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### How do I book inspections?

All inspections must be booked through the **Inspectorio** platform.

Any product that does not use Inspectorio (Hardlines) should use the Manual Inspection Request Form (IRF)

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### What is the inspection booking window?

Third-party final product inspections must be created in Inspectorio **10+ business days** in advance of the inspection.

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### What are the mandatory product testing timelines?

Material Testing: Must be conducted at least **50 days prior** to the X-Factory (XF) date.

Full Product Testing: Must be conducted at least **30 days prior** to the X-Factory date.

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### How frequently is product testing required?

Tests are valid for 12 months or 150,000 units.\*

*\*Children's sleepwear, candles, and products requiring PFAS testing must be tested every 6 months.*

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### What are the implications of audit violations?

Production must be halted **immediately** if an audit finds zero-tolerance violations, which include child labor (under 16), forced/prison labor, physical/sexual abuse, or bribery/corruption. If a facility has an Elevated/High Social Compliance Risk level, it is disqualified from the Supplier QA Certification program until the risk returns to Medium/Low.

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### Are there additional requirements for facilities in Bangladesh?

Kohl's requires all Bangladesh facilities to participate in the **Nirapon** monitoring program

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### What is required for cotton products regarding traceability?

Vendors must map the supply chain from raw materials to finished goods for **every cotton component**. Vendors are required to hold documentation for each stage of production and must share it with Kohl's within **7 business days** of a request.

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### When is the deadline for FEM and FSLM completion?

April 30, 2026

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### How often are facilities required to update the Self Assessment Questionnaire?

Facilities will be required to update the Self Assessment Questionnaire (SAQ) in Sedex **annually**

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### What is Kohl's Facility Tier Structure?

#### **Tier 1: Finished Product Assembly**

Main production facilities

#### **Tier 2: Material Production**

Dye houses; Embroidery, Mills; Outsoles; Packaging; Screen printing; Tanneries; Trims; Washing

#### **Tier 3: Raw Material Processing**

Conversion of wood products to pulp; Leather preparation; Production of adhesives, dyes, inks, yarn, etc.

#### **Tier 4: Raw Material Extraction**

Agriculture; Extraction; Forestry; Ranching

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### Is ZDHC required for all vendors?

ZDHC is not required for Hard Home or Hard Accessory Vendors.

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