



PRESS RELEASE

Flipkart Group Receives BS 65000:2022 Organizational Resilience - Code of Practice Certification from BSI

- *Becomes the first e-commerce platform in Asia Pacific to receive the BS 65000:2022 Organizational Resilience – Code of Practice certification by BSI*
- *Flipkart has enhanced its international certifications by aligning with global best practices in business continuity and organizational resilience*
 - *BS 65000:2022 is the first-of-its-kind certification in the Indian ecosystem for e-commerce and supply chain issued by BSI*

Bengaluru, India - January 30, 2025: Flipkart, India's homegrown e-commerce marketplace, has been awarded the [BS 65000:2022](#) *Organizational Resilience – Code of Practice* Certification for organizational resilience by BSI. This significant milestone makes Flipkart the first organization in Asia Pacific's e-commerce and supply chain ecosystem to earn this certification by BSI, reaffirming its leadership in operational excellence and readiness to build a more resilient future.

This certification builds upon Flipkart's existing international certifications for business continuity, further strengthening its commitment to operational resilience as a cornerstone of long-term success.

The BS 65000:2022 British Standard from BSI is a comprehensive framework for achieving organisational resilience. The standard requires certified organizations to adopt global best practices to achieve organizational resilience in vision and purpose, operational resilience, financial resilience, reputational risk management, governance and accountability, and leadership.



Hemant Badri, Senior Vice President and Head of Supply Chain, Customer Experience & Re-Commerce, Flipkart Group, said, *"At Flipkart, we continually strive to strengthen our operational capabilities and reinforce trust within the ecosystem. Achieving the BS 65000:2022 certification is a testament to our proactive approach to aligning with global standards, ensuring that we are not only prepared for challenges but also equipped to turn them into opportunities. This accomplishment reflects the collective effort of our teams and leadership in setting new benchmarks for innovation and reliability in the industry. We will continue in our endeavor to ensure our operations remain robust, responsive, resilient, and customer-centric."*

Theuns Kotze, Managing Director, BSI Group India Pvt. Ltd., said, "Over the last 12 months, we have seen everything from geopolitical tensions to economic uncertainty, and from extreme weather events to technology-powered digital disruption. The convergence of these powerful factors provides a volatile and complex backdrop for organizations seeking to accelerate progress towards a fair society and sustainable world by improving their organizational resilience. By certifying to BS 65000, Flipkart has demonstrated its commitment to organizational resilience as a strategic issue. In doing so, Flipkart will be able to reassure its customers, people and investors that it is in a stronger position to anticipate, navigate and adapt to whatever lies ahead."

This achievement underscores Flipkart's emphasis towards fostering an ecosystem where innovation, technology, and resilient operational practices come together to deliver value to its customers, partners, and stakeholders. By adhering to these globally recognized standards, Flipkart is poised to navigate future challenges with confidence and agility, while continuing to drive excellence in commerce and supply chain operations.

This [BS 65000](#) Organizational Resilience Code of Practice provides organizations with the principles and practices that can help them build and maintain their resilience, thereby creating a more resilient future for people and the planet.

About the Flipkart Group

The Flipkart Group is one of India's leading digital commerce entities and includes group companies Flipkart, Myntra, Flipkart Wholesale, Cleartrip and super.money.

Established in 2007, Flipkart has enabled millions of sellers, merchants, and small businesses to participate in India's digital commerce revolution. With a registered user base of more than



500 million, Flipkart's marketplace offers over 150 million products across 80+ categories. Today, there are over 1.4 million sellers on the platform, including Shopsy sellers. With a focus on empowering and delighting every Indian by delivering value through technology and innovation, Flipkart has created thousands of jobs in the ecosystem while empowering generations of entrepreneurs and MSMEs. Flipkart has pioneered services such as Cash on Delivery, No Cost EMI, Easy Returns, and UPI. These customer-centric innovations focus on enhancing digital payment offerings for all customers while making online shopping more accessible and affordable for millions of Indians.

For more information, please write to media@flipkart.com

About British Standard Institution

For over a century [BSI](#) has been recognized for having a positive impact on business and society, building trust and enhancing lives. With more than 77,500 clients and with a 15,000 strong global community of experts, industry and consumer groups, organizations and governments. Utilizing its extensive expertise in key industry sectors - including automotive, aerospace, built environment, food and retail, and healthcare - BSI delivers on its purpose by helping its clients fulfil theirs. Across Knowledge Solutions, Assurance Services, Regulatory Services and Consulting Services, BSI provides organizations with the confidence to grow by partnering with them to tackle society's critical issues – from climate change to building trust in digital transformation and everything in between - in order to accelerate progress towards a better society and a sustainable world.

For more information, please email pressoffice@bsigroup.com