

TELL US

You can contact Primark using our free TELL US hotline, website or App if you have a concern at work, Primark is ready to listen to your concerns, anonymously, and confidentially.

WHO can TELL US

Anyone can contact Primark using the Tell Us hotline, website or app. For example- full-time, part-time or fixed-term, casual or agency worker, home worker, secondee, trainee, volunteers, production staff or kitchen staff

WHAT can you TELL US

TELL US if you believe you or your co-workers are being treated inappropriately or unfairly in the workplace or you have seen dishonest, illegal or dangerous behaviour at work, including any breaches of Primark's policies concerning human rights, ethical issues and the environment.

For example, you do not feel your workplace is safe, you have experienced verbal or physical abuse, or your wages have not been paid properly etc.

INCASE OF AN EMERGENCY, CALL LOCAL EMERGENCY SERVICES: [112]


Please be aware that Tell Us does not replace your normal workplace policies and procedures (such as grievance mechanisms, or any trade union or worker committee process, where available) and we suggest that you raise your concern with your manager, supervisor or worker committee if you feel able to.

Your identity

If you share a problem with us through the TELL US we will keep your identity confidential and prevent any negative consequences resulting from your complaint.

HOW to TELL US

You can TELL US by using the telephone hotline, going to the website or downloading the app on your phone. Details here:

BY CALLING OUR TELEPHONE HOTLINE:	VIA THE FOLLOWING WEB ADDRESS:	BY DOWNLOADING THE APP USING THE FOLLOWING QR CODE:
Local freephone numbers available on TELL US policy and posters	https://primark.speakup.report/tellus	
WHEN DIRECTED, INPUT FOLLOWING ACCESS CODE: 106502		
Record a voice message or write a message detailing your concern in your local language		
You will then receive a unique case number; this is needed to help with any additional information or follow ups		
You will receive an acknowledgement within 72 hours, Primark will then look into the matter		

The outcome of the case will be shared on the Tell Us system, so please remember to log back in on a regular basis to check on progress.

*We care about you,
and we care about your concerns*