



Primark is part of (ABF) Associated British Foods, and you can read about our performance in the ABF Corporate Responsibility Report by visiting the ABF website. We also provide detailed annual performance data, as below.

A selection of performance data has been independently assured by Ernst & Young (EY) against the International Federation of Accountants' International Standard on Assurance Engagements Other than Audits or Reviews of Historical Financial Information – known as ISAE 3000 (Revised). These assured metrics are highlighted in this report with the symbol Δ. EY's full Assurance Statement for the year ended 31 December 2023 can be found in Primark's Sustainability and Ethics Progress Report 2023/24. The basis of reporting information for these assured metrics can be found [here](#).

The Primark Supplier Code of Conduct <https://corporate.primark.com/en-gb/primarkcares/our-approach/our-supplier-code-of-conduct> is based on the Core Conventions and the Fundamental Principles and Rights at Work of the ILO, part of the UN, and is the backbone of the Ethical Trade and Environmental Sustainability Programme. It is a robust set of requirements that forms a key part of the terms and conditions of a supplier's contract with us. Every factory must commit to meeting it before we will work with them.

Audits are conducted by either Primark or one of our approved Third-party audit companies and once approved, have regular follow up audits.

In Vietnam, Cambodia, we are partners of Better Work, an IFC (International Finance Corporation) and ILO (International Labour Organisation) programme which provides audits, remediation, and training for suppliers. Audits conducted by the [ILO](#) have been accepted in place of our own and are included in our performance figures.

We have an online supplier management system which allows us to analyse key trends and report in detail on supplier performance at country and departmental level. This information feeds into our training and capacity building strategy for suppliers.

Once audited, factories are rated by our internal Ethical Trade team. If they meet our minimum standards, we will approve them for production. Any factories with critical or zero tolerance issues would not be approved. We always make every attempt to audit every factory at least once a year, sometimes more, to check whether the standards in our code are being met.

- 2023: 2536 audits conducted Δ
- 2022: 2360 audits conducted
- 2021: 2471 audits conducted
- 2020: 1206 audits conducted
- 2019: 3234 audits conducted
- 2018: 3319 audits conducted

- 2017: 3413 audits conducted
- 2016: 2994 audits conducted
- 2015: 2629 audits conducted
- 2014: 2412 audits conducted
- 2013: 2058 audits conducted
- 2012: 1825 audits conducted
- 2011: 1727 audits conducted
- 2010: 1266 audits conducted
- 2009: 1136 audits conducted

**Sites are rated according to their compliance status with grade 1 being the best and 3 the weakest.**

*Note that the following data relates to site ratings, not individual audit ratings. Where a factory has had more than one audit in the year, the latest audit result is used.*

In summary, the ratings are:

- Grade 1: Good systems in place to ensure ethical compliance, limited number of minor issues.
- Grade 2: Evidence of some good systems in place, however, not achieved full ethical compliance.
- Grade 3: Ethical compliance not met, with significant and numerous issues.

The most frequent non-compliances identified during 2023 audits fall under the category of Working Conditions  $\Delta$ . These can range from poor chemical labelling and storage of materials to lack of machine guards or Fire Safety. Living Wages and Working Hours, including excessive overtime, remain challenges for us. We aim to reduce their occurrence through greater focus on the implementation of proper management systems and efficiency measures. This includes remediation teams in each region working closely with the factories and suppliers in our supply chain.

