

Date: 30 April 2019  
(by email)

Dear Business & Human Rights Resource Centre,

Thank you for providing us with an opportunity to update you on our actions in Bangladesh following the worker protests in December 2018. We recognize the rights of workers to organize and to protest peacefully and were extremely disappointed that this right was not respected in some cases.

We are committed to ensuring workers' rights, continued safety and good working conditions in Bangladesh, both through our own Ethical Trade programme and our work with the Bangladesh Accord.

#### Our actions

- Our team on the ground has been working in partnership with Impactt Ltd, an independent ethical trade consultancy, to conduct in-depth investigations into a small number of our suppliers' factories where there are allegations that workers' contracts had been terminated.
- We have suspended these suppliers' factories while the investigations are ongoing, meaning no new orders can be placed.
- If our investigations find that workers' contracts were terminated inappropriately, we will work with factories to ensure the appropriate remediation programmes are put in place, which includes remuneration of any legally owed compensation.
- Once our investigations are concluded in full, we will discuss our findings with the appropriate stakeholders at an industry-wide level, as we believe collaboration with industry partners is necessary to bring about industry-wide change.

In relation to the Bangladesh Accord, Primark remains committed to this important initiative. We were one of the first retailers to sign both the original and the transitional Accord in 2013 and 2017 respectively. Primark also launched its own structural safety programme in 2013 which covers all our suppliers' factories in Bangladesh.

Primark remains committed to ensuring the continued safety of workers and good working conditions in Bangladesh.

Sincerely,



**Katharine Stewart**  
Ethical Trade & Environmental Sustainability Director  
Primark Limited