

Turkey Earthquake Response: Questionnaire

This short questionnaire aims to understand in more detail the engagement apparel brands have had with their suppliers in the aftermath of the February 2023 earthquake. It aims to see how brands are meeting this challenging situation, in the context of reports that some buyers have adjusted their purchasing practices in the wake of the disaster.

Please answer all questions and provide YES, NO or numerical answers where requested. We also welcome additional information and context, and any supporting documentation you think it would be useful to provide.

In the period since the February 6, 2023, earthquake that affected a major textile and garment producing region in Turkey, with respect to your suppliers in that region:

1. Have you, as a matter of policy, directed your sourcing team to forgive delivery delays resulting from the earthquake and suspend the imposition of penalties until the region has recovered? Yes – our buying teams were instructed to accommodate delays coming from Turkey. That said, no orders have experienced any disruption and we remain in close contact with our suppliers to offer our ongoing support for them at this difficult time.

2. Has your company imposed any penalty on a supplier in the region as a result of delayed delivery? No.

3. Have you as a matter of policy directed your sourcing team, in the case of delivery delays resulting from the earthquake, to pay the affected suppliers no later than the date on which they would have been paid had on-time delivery been feasible?

We took the decision as a business to accommodate order delays resulting from the earthquake, where needed. That said, no orders have experienced any disruption and we remain in close contact with our suppliers to offer our ongoing support for them at this difficult time.

4. Have you, as a matter of policy, directed your sourcing team not to seek price concessions from suppliers in the affected region on new orders negotiated subsequent to February 6, 2023? Pricing negotiation is dealt with by our Buying teams and they were directed to not seek additional price concessions in Turkey as a direct result of the earthquake.

5. Has your sourcing team negotiated prices on any new order from the region that are lower than those paid to the same supplier for like product during the prior season? The majority of products we source from Turkey are trends-led or seasonal best-sellers – as a result there is very little comparable product made in Turkey year on year and currently no product being sourced from the country that was also sourced pre-earthquake.

6. To the extent that textile producers in the affected region are among those that your brand directs apparel suppliers to utilise, have you taken steps to ensure that these producers will be paid in full and on schedule regardless of delivery delays? Primark does not nominate textile producers, however as a business we took a decision to accommodate order delays resulting from the earthquake, but none of our orders have experienced any disruption to deliveries or otherwise.

7. Has your company provided any of the following forms of assistance to suppliers in the region in order to help them survive and fulfil their obligations to workers? We remain in close contact with our suppliers who have factories in Turkey, some of whom very sadly lost team members in the earthquake. We have offered them our full and unwavering ongoing support, and while no specific requests around payment terms or assistance for workers have been made, we continue to monitor

the situation through our ongoing conversations. This is in conjunction with our regular auditing programme, undertaken by our team of local Ethical Trade experts who are based on the ground.

- a. Accelerated payment on orders recently delivered, in transit, or in production? No.
- b. Improved payment terms on new orders? No – our payment terms remained within 30 days following handover of product.
- c. Providing low-interest or no-interest financing to suppliers? No
- d. Direct financial assistance to suppliers? No

8. Are you taking concrete steps at supplier factories, aside from standard periodic auditing, to ensure that vulnerable workers (e.g., migrants, refugees, unregistered workers, pregnant workers) are not facing discrimination in terms of wage reduction or layoffs? We've a well established ethical trade programme run by our in-country team, which includes projects to support vulnerable workers – these are unrelated to the earthquake but have continued despite the challenges caused by the earthquake. These include:

- 1) **Tackling GBV and harassment in Turkey:** since 2021, we've worked with ACEV/Equality Matters, a Turkish NGO, to advocate for gender equality in our supply chain. We run training and workshops to raise awareness among factories and workers of the importance of gender equality, women's rights, and creating enabling environments for women's empowerment. As a result, all factories have now developed action plans to address gender inequality, including changing factory signage, training workers on GBVH in the workplace and proactive recruitment to increase female representation at management level.
- 2) **Supporting Syrian refugees in Turkey:** Our partnership with local NGO United Work aims to support and increase the number of refugees employed in supply chains and promote decent work conditions by helping them to access official work permits. Working with United Work, we train Syrian refugees in Turkey on local culture, communication, Turkish business rules and customs, basic labour law, workers' rights and safety and security in the workplace. Since the start of the programme, United Work has facilitated the recruitment of almost 50 Syrian refugees across Primark's supply chain, giving them the opportunity of decent work.

Separately, we also deliver ongoing training to suppliers across all our sourcing markets, to promote worker welfare. In Turkey, this month we delivered an online training session to increase awareness on discrimination and to support them with mechanisms to take action and avoid discriminative practices in factories.

9. Have you taken steps to ensure that all Tier 1 and Tier 2 supplier factories in your supply chain, and within the earthquake affected regions, are structurally safe? Yes. Primark has a Structural Integrity Programme, through which we work with accredited international structural engineers to monitor and assess the structural integrity of supplier factories. While buildings in Turkey are not yet monitored under the programme, we have now taken steps to assess our supplier factories in the earthquake region and have plans to start to roll out the programme to our other supplier factories in the coming months.

As we work to roll out the programme, we have undertaken initial pilot inspections in several of our supplier factories in Turkey to assess their structural integrity. We have also written to all Primark-

approved T1 supplier factories to confirm the status of their buildings. While all replied saying none of their factories showed any signs of damage from the earthquake, we will work to verify this once our full inspections commence.

10. Have you provided the families of Tier 1 and Tier 2 workers in your supply chain who were killed during the earthquake with any form of financial assistance? Sadly, some of our supply chain partners lost team members in the earthquake. No specific requests around financial assistance for workers has been requested, however we remain in close contact with our suppliers and have offered them our ongoing and unwavering support.

a. If yes, what form has this assistance taken?

Feel free to provide any further comments.