

6<sup>th</sup> October 2023

Jonathan Hogan  
Assistant General Secretary  
Mandate  
9 Cavendish Row  
Dublin 1

**RE: Your letter dated 14<sup>th</sup> September 2023**

Dear Jonathan,

We acknowledge receipt of your letter and the content therein. We would like to respond to the points outlined in your letter as follows.

(i) House Committee

Following feedback from Mandate regarding communication at store level we reviewed our methods of communicating to colleagues in store.

We already had House Committees in place in most of our stores and we decided to re-invigorate these in stores and to make sure that they were happening regularly and that they were productive meetings with agendas in place etc.

Having reviewed our stores we noticed that some stores had not been having meetings regularly and that some house committees had disbanded due to members stepping down etc. The purpose of us addressing this was to increase management/colleague communication so that there was an established forum to discuss and address issues.

You are correct we are not responsible for conducting the ballot of who is on a house committee but we have suggested that the members should be from a broad category of colleagues (i.e fulltime, part time, evenings and weekend) to ensure a broader representation. I confirm that we will remind our stores that they should not be involved in the ballot and that this should be conducted by the colleagues themselves.

## (ii) Canteen Facilities

Colleagues have access in canteen facilities in all of our stores. Stores operate differently with regard to how they purchase basic provisions and how colleagues pay for their food (if they use it). In some stores the colleagues will contribute towards kitty to buy bread/butter etc. In others management will purchase basics out of Petty Cash and colleagues will use an honesty box and pay a certain amount for what they use - tea/toast etc.

We have not been prescriptive in how stores manage their canteens. Stores look after canteens in their own way and some have been operating in the same way for over 40 years and its suit the stores and the colleagues.

I will advise all of our stores to address the issue raised in your letter where you say that colleagues are charged for the general use of the facilities and not the provisions. Please be assured that colleagues will not be asked to pay to use our facilities, they should only pay for provisions if they use them. The benefit of buying milk/bread etc in bulk is that it works out cheaper for everyone and more convenient than each colleagues buying their own milk and bread separately or bringing it in with them. Although we are aware that some stores/colleagues have opted to do this and that is absolutely fine.

## (iii) Head Office Facilities

Our Head Office in Dublin is the Head Quarters of the Primark business which is spread across multiple countries. As a Head Office function Primark must provide an environment which is on par with other multi national companies in order to attract and retain talent internationally. For our stores our comparators are other retailers where we more than compare regarding our terms and conditions, ways of working and benefits provided. The Head Office function is not a comparator for Retail stores but we fully understand your point.

With regard to a disconnect between management and colleagues, our management in stores have access to the same facilities as our Retail Assistants, your members. There is no disconnect, our management teams remain open to discuss store issues at store level and as above Head Office is not a comparator in terms of store environment.

I trust the above response clarifies the company's position in relation to the points raised in your letter.

Yours sincerely,

*Ann Lawlor*

**Ann Lawlor**

**Employee Relations Specialist**