

Ian Leggett  
Director  
People and Planet  
51, Union Street  
Oxford  
OX4 1JP

Dear Mr Leggett,

I was very pleased to receive your response to my letter, but very disappointed that you doubt our commitment and actions to the extent that you feel a meeting would be unproductive, without actually hearing what we have to say.

We really do believe that the best way to making progress is in partnership and we see meeting as being important so that we both gain a better perspective of our respective positions.

We do very much agree that Primark, amongst other retailers, are in a position to bring about the positive change you mention. Although we have joined the ETI later than some retailers, we are the first to join in the 'value retailers sector'. We have updated the ETI Directors on our progress and only recently have been told by them that our efforts and activity to date are impressive. As I am sure you are aware this is also an arena where we have to support our claims with results.

We recognise we are at the beginning of a long road to achieving positive results in all areas of scrutiny, but I can assure you we have every intention to continue the journey. We would be very interested to share our priorities and focus with you, something I am sure your supporters would approve of, from the tone of the letters and emails I am now receiving.

The invitation remains open, and I look forward to hearing from you.

Yours sincerely,

Rosalyn Mendelsohn  
Company Secretary  
Primark Stores Limited