

# ★ PRET A MANGER ★

Modern Slavery Statement  
2020

## Introduction

Contributing to positive change in the world has been an ambition of Pret A Manger's since our humble beginnings as a single sandwich shop back in 1986. This means that we are naturally fully supportive of the UK Modern Slavery Act and the transparency it encourages, as it aligns with our efforts to do the right thing.

Pret A Manger recognises the complexity of modern slavery and the many forms it can take. We understand that its practice is not always immediately apparent, nor is it isolated to particular industries or specific geographical regions. Since publishing our first modern slavery statement (2016) in May 2017, we remain wholly dedicated to identifying and eradicating any instances of this unacceptable practice that may arise within the operations and supply chains of our business.

The year 2020 was not business as usual for Pret and our values have helped guide our decision making in these unprecedented times. We continue to take our commitment to addressing modern slavery risks extremely seriously and to making progress on this important topic.

In 2020, we continued to make progress in embedding responsible sourcing practices across our supplier base, with a particular focus on developing new processes and pilots which will roll out across the business in 2021. Some of the key steps taken during 2020 include;

- ★ Launching a new training programme for our buying teams
- ★ Integrating the workers and suppliers associated with the old EAT business to ensure they follow Pret's best practice on managing risks of modern slavery
- ★ Working with our core suppliers to review business continuity plans in response to COVID-19 pandemic
- ★ Working with SEDEX to develop a 2021 roll out plan of the audit analysis tool

*This statement has been published in accordance with the Modern Slavery Act (2015). It outlines the steps Pret A Manger has taken to prevent, identify and respond to risks of modern slavery within our direct operations and our supply chains during the financial year ending 2020.*

## Our Organisation, Structure and Supply Chains

Pret A Manger is an international sandwich shop chain, founded in London's Victoria in 1986. We sell a range of fresh foods and beverages, including coffee, sandwiches, soups and salads.

We have over 7,000 employees working across 506 company-owned shops across the United Kingdom, France, Hong Kong & the United States. Additionally, we have 42 shops operated by franchise partners across the UK, France, US, Denmark, UAE, Germany, Switzerland and Singapore (with a further 5 non-converted shops from the 2019 EAT acquisition).

### Our People

Pret A Manger uses a variety of methods to recruit staff, including the company website, job boards and recruitment agencies. For retail staff, we rely heavily on our own career site as it offers greater control and transparency over our recruitment process in an area that could be higher risk. We only use pre-approved recruitment agencies when we have a lack of applicants in a specific pool. For support centre staff, we typically recruit directly or, depending on the role, we use a preferred list of suppliers, with whom we have long-standing relationships.

All staff undergo comprehensive right to work checks prior to employment and sign general terms and conditions of employment. We undertake monthly reporting on visa expiry dates to minimise the risk of vulnerability due to a change in right to work status.

Relevant safeguards that support the identification of risk include;

- ★ Pret A Manger's safeguarding policy
- ★ Mental health champions across the business, who create a safe space for staff to raise issues they are facing – which could include issues related to forced labour
- ★ Emphasis on thoughtful leadership, where colleagues are encouraged to spend time thinking of their teams and getting to know them as individuals

For our supply chains, we place great emphasis on responsible sourcing in line with our core value of *'doing the right thing'*. The majority of our direct food and drink suppliers (tier one) are based in the UK (60%) and the EU (31%), with the remainder from the rest of the world (9%). Whilst the UK and EU represent lower risk in terms of modern slavery considerations, as per the 2018 Global Slavery Index, we acknowledge that monitoring,

evaluating and mitigating risk is still vital. Other supply chains for products beyond tier one are global.

#### Number of suppliers across our key markets

	UK	France	Hong Kong	USA
Food and drink	86	39 local and 50 shared with UK supply base	53	50 and 6 shared with UK supply base
Non-food*	318	70	39	90

\*Non-food suppliers based on spend and criticality of items supplied

We are committed to fostering strong relationships with our food suppliers, and many of them have been with us since we started out with just one shop. Enduring relationships build trust and understanding, and we see this as strong foundations for food quality, safety, and social compliance in the food supply chain. Pret A Manger operates with a distinct separation between direct (food) and indirect (non-food) procurement. These are handled by different teams to ensure we can best meet the needs of the business, our suppliers, and our customers. In response to the COVID-19 pandemic, we continue to work with our core suppliers to review business continuity plans, including assurance that the appropriate provision is made to minimise infection risk to workforces via such actions as social distancing, remote working, hygiene and sanitation practices.

#### The Pret Way

From the beginning, Pret A Manger has been a mission-driven and responsible business, upholding our core value of *'doing the right thing'* in everything we do. Pret A Manger's sustainability strategy forms part of this ethos. More information about this can be found at: <http://www.pret.co.uk/en-gb/sustainability>.

Pret A Manger has always been passionate about giving back to society, particularly supporting people in troubled circumstances to better their lives. Pret A Manger has been donating unsold food to the homeless since it opened its first shop in 1986. What started out as just a handful of sandwiches has now grown to over 7 million items donated through 300 charity partners across Pret markets every year. In 2020, as a response to COVID-19, we also donated

over £1.5 million worth of products direct from our depot to large redistribution charities in all Pret markets.

The Pret Foundation financially supported 22 U.K. based charities working with the homeless in 2020, along with 3 international charities in Hong Kong, France and the USA. The Pret Foundation helps to fund everything from showers and sleeping bags, to food shopping and chef's salaries. The Pret Foundation also runs an employment programme called the Rising Stars Programme, which has helped over 500 people back into work since it started in 2008. Throughout 2020, the Pret House continued to provide people who were previously living on the streets with accommodation, employment and advice, preparing them for the transition into a privately rented home. In 2020, nine Rising Stars were helped by the Pret House. The Pret Foundation continues to offer a holistic approach to breaking the cycle of homelessness by providing food donations, financial grants, employment and housing.

## Our Policies

Pret A Manger recognises the important role that policies play in outlining the expectations of conduct in our direct operations – both in head office and our shops – and our supply chain. Our policies reflect our commitment to '*doing the right thing*' and are designed to not just inform but guide behaviour day-to-day.

### Direct Operations

Pret's policies respect the variance of the different markets in which we operate but we ensure a good foundation of compliance by having global policies such as the anti-bribery, whistleblowing and safeguarding policies.

### Supply Chains

Our Global Sourcing Principles are in development and will ensure Pret A Manger's values around labour standards and treatment of people are clearly articulated to our direct suppliers and partners. We are pleased with the progress we have made in other areas – specifically, in mandating that all suppliers, including relevant non-food suppliers, such as, made to sell packaging, must have Sedex registration. Our Supplier Quality Manual, which covers the food supply chain for the UK and France, affirms our expectations on suppliers around social compliance, including maintaining Sedex membership.

## Embedding

Our Modern Slavery Working Group – formed in response to the Modern Slavery Act – brings together individuals from across the business, including Legal, Procurement, Sustainability, People and Food to guide Pret A Manger’s activities relating to modern slavery, ensuring continuous progress is made and strategic focus areas are established and aligned with the wider business.

## Due Diligence

Modern slavery is a complex issue that can be difficult to detect within our operations and our supply chains. We ensure robust pre-employment checks, and regular monitoring of our employees’ right to work credentials.

Following on from our work in previous years, we have taken steps to minimise risk within our supply chains by making Sedex membership mandatory for our made to sell packaging suppliers in 2019. In 2020, we updated our global non-food procurement process documentation to make SEDEX membership mandatory. The formal process update will be implemented across the business over the course of 2021. We continue to collect better data to work with in engaging suppliers and understanding our risks, and look forward to continuing to build Sedex risk reports into our own risk assessment and due diligence processes.

We are working towards the goals that all sourcing sites across the food supply chain meet the following criteria: active member of Sedex; evidence of continuous improvement against their self-assessment questionnaire; and audit where relevant to meet against the four pillars of labour, health and safety, environment, and business ethics. Supplier sites must have an awareness of the Pret A Manger Modern Slavery Act Statement and in addition a plan for how they can contribute to Pret A Manger’s progress.

All suppliers are audited on a risk assessment basis. To work with suppliers to ensure they meet our safety and quality standards, our Supplier Quality Manual requires that all suppliers complete a gap analysis against this Manual. Across both food and non-food procurement, we work to ensure that Sedex onboarding is an easy process for our suppliers and support smaller suppliers with the cost of registration where necessary.

We know that there is more work to do in this area. Moving forward we want to explore ingredient level risk assessments to ensure that prioritise where we can have the greatest impact as a business in stamping out modern slavery practices within our supply chains, where they exist.

Key steps that we took during 2020 to embed modern slavery considerations across the business included;

- ★ Selected a new training programme due to change in suppliers which launched in December 2020. The training programme is now more tailored to buying in the supply chain and provides further resources such as key question lists to ask suppliers, which can be accessed by our buying teams.
- ★ Integrating the workers and suppliers associated with the old EAT business to ensure they follow Pret's best practice on managing risks of modern slavery
- ★ Working with our core suppliers to review business continuity plans in response to COVID-19 pandemic
- ★ Working with SEDEX to develop a 2021 roll out plan of audit analysis tool

## Measuring our Progress

We continue to monitor our progress against the performance indicators we established in our second statement:

1. Number of employees who have participated in training on modern slavery
2. Number of suppliers onboarded through the (new) due diligence process
3. Number of high-risk suppliers engaged with through the creation of action plans

Whilst we would like to have made stronger progress on some of these indicators, we are setting in motion a greater emphasis on ensuring modern slavery risks are actively considered across the business.

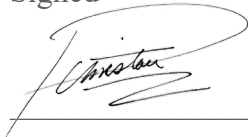
## Looking Ahead

In 2021, we will seek to further embed modern slavery considerations across our business. The key areas we will seek to build on are;

- ★ Increasing Sedex membership across our critical suppliers
- ★ Rolling out new audit analysis process to provide more visibility of audit outcomes across the business
- ★ Increase uptake of training programmes on identifying modern slavery and use of SEDEX
- ★ Further incorporation and embedding into standard procurement processes

*Pret A Manger's 2020 Modern Slavery Statement was prepared by the Pret Modern Slavery Working Group and approved by its Executive Committee.*

Signed

A handwritten signature in black ink, appearing to read 'P. Christou', is written over a horizontal line.

P. Christou

CEO, Pret A Manger

June 2021