

**Corporate Human Rights Benchmark
2023 Company Scorecard**

Company name Mr. Price
Sector Apparel (supply chain only)
Overall score 4.6 out of 100

Theme score	Out of	For theme
1.3	10	A. Governance and Policy Commitments
0.2	25	B. Embedding Respect and Human Rights Due Diligence
1.5	20	C. Remedies and Grievance Mechanisms
0.7	25	D. Performance: Company Human Rights Practices
0.9	20	E. Performance: Responses to Serious Allegations

Please note that any small differences between the Overall Score and the added total of Measurement Theme scores are due to rounding the numbers at different stages of the score calculation process.

Please note also that the "Not met" labels in the Explanation boxes below do not necessarily mean that the company does not meet the requirements as they are described in the bullet point short text. Rather, it means that the analysts could not find information *in public sources* that met the requirements *as described in full* in the CHRB 2022 Methodology document for the sector concerned. For example, a "Not met" under "General HRs Commitment", which is the first bullet point for indicator A.1.1, does not necessarily mean that the company does not have a general commitment to human rights. Rather, it means that the CHRB could not identify a public statement of policy in which the company commits to respecting human rights.

Detailed assessment

A. Governance and Policy Commitments (10% of Total)

A.1 Policy Commitments (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.1.1	Commitment to respect human rights	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: General HRs commitment: The Code of Conduct indicates: 'We operate across vast geographic locations in Africa and internationally with our suppliers, and both of these may include areas where social, economic and political factors put human rights and a fair and healthy work environment at risk. We therefore commit to engage with our Partners to resolve any issues we identify in respect of child labour, forced labour, excessive hours, minimum wages and any other human right violations, to ensure as a good corporate citizen we support the communities we operate in'. However, no statement found showing a general commitment to respect human rights. [Code of Conduct, 22/11/2021: mrpricegroup.com] • Not Met: Universal Declaration of Human rights (UDHR) • Not Met: International Bill of Human Rights <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Commitment to UNGPs • Not Met: Commitment to OECD MNE Guidelines
A.1.2.a	Commitment to respect the human rights of workers: ILO Declaration on Fundamental	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Commitment to ILO core principles: The Code of Conduct indicates: 'We are committed to and align ourselves to the principles of the International Labour Organization'. [Code of Conduct, 22/11/2021: mrpricegroup.com] • Not Met: Explicitly lists all four ILO core principles: The Code of Conduct indicates: 'Partners shall not recruit child labour. [...] Associates and employees of Partners have the right to work in an environment which is free from any form of physical or

Indicator Code	Indicator name	Score (out of 2)	Explanation
	Principles and Rights at Work		<p>verbal abuse, physical discipline, harassment or discrimination [...]. Involuntary labour of any kind shall not be used, including prison labour, debt bondage or forced labour by an external authority. [...] We comply with all applicable legislation and regulation regarding Associate freedom of association and we engage with Associates on an ongoing basis, to foster and maintain open and honest relationships that allow Associates or Associate representative groups to liaise directly with management on matters that affect them'. However, it is not clear whether it is committed to respect freedom of association in all contexts and locations (i.e. alternative mechanisms for those countries where there are legal restrictions to the exercise of these rights), as the Company indicates that it respects these rights in compliance 'with all applicable legislation and regulation', and in some cases, applicable law may restrict these rights. Moreover, no commitment to the rights to collective bargaining nor to be subject child labour for its own operations found. [Code of Conduct, 22/11/2021: mrpricegroup.com]</p> <p>Score 2</p> <ul style="list-style-type: none"> • Met: Expects suppliers to commit to ILO core principles: The Code of Conduct indicates: 'We are committed to and align ourselves to the principles of the International Labour Organization'. It adds: 'This Code applies to our Associates [employees] and our Partners [everyone that we engage with to do business]'. [Code of Conduct, 22/11/2021: mrpricegroup.com] • Not Met: Explicitly lists all four ILO core principles for suppliers: The Code of Conduct indicates: 'Partners shall not recruit child labour. [...] Associates and employees of Partners have the right to work in an environment which is free from any form of physical or verbal abuse, physical discipline, harassment or discrimination [...]. Involuntary labour of any kind shall not be used, including prison labour, debt bondage or forced labour by an external authority. [...] We expect our Partners to comply with all applicable legislation and regulation regarding freedom of association in respect of their employees and to ensure that the factory workers in their supply chains are afforded the same rights'. However, it is not clear whether the Company requires to respect those rights in all contexts, as it indicates comply 'with all applicable legislation' and in some cases, applicable law may restrict these rights. In these cases (companies referring to local laws in freedom of association and collective bargaining), companies are expected to require alternative mechanisms or equivalent workers bodies where the right to freedom of association and collective bargaining is restricted under law. [Code of Conduct, 22/11/2021: mrpricegroup.com]
A.1.2.b	Commitment to respect the human rights of workers: Health and safety and working hours	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Commitment to respect H&S of workers: The Code of Conduct indicates: 'We are committed to providing a work environment which is conducive to safety and good health'. [Code of Conduct, 22/11/2021: mrpricegroup.com] • Not Met: Commitment to ILO working hours standards or 48 hour regular work week: The Code of Conduct indicates: 'Partners must ensure the working hours of their employees comply with national laws, collective agreements and the provisions of this Code, whichever affords greater protection for their employees. Working hours, excluding overtime, must be defined by contract, and shall not exceed 48 hours per week. Where no national laws are in place to govern working hours, the standard as stipulated by the ILO should be adhered to. All overtime shall be voluntary and must be applied responsibly, taking into account the extent, frequency and hours worked by individual Associates/ employees of Partners and the workforce as a whole. Overtime must not be used to replace regular employment. Overtime must be compensated at a rate recommended at no less than 125% of regular pay or that which is provided for under national law. The total hours worked in any 7-day period shall not exceed 60 hours, except in exceptional circumstances'. However, no evidence found of the Company explicitly committing to respect ILO conventions on working hours or that publicly states that workers are not required to work more than 48 hours as regular working week, and that overtime is consensual and paid at a premium rate, as provisions specifying time make reference to partners. [Code of Conduct, 22/11/2021: mrpricegroup.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Expects suppliers to commit to H&S of workers: The Code of Conduct indicates: 'Partners must treat all their employees with respect and dignity, provide them with a safe and hygienic work environment and must contribute towards the development of their employees. Partners shall provide their employees with access to clean toilet facilities and portable water, and, if appropriate, sanitary facilities for food storage. Their employees should receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned employees. Adequate steps must be taken to prevent accidents and

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>injury to health arising out of, associated with, or occurring in the course of work or from unsafe buildings. This shall be done by minimising as far as is reasonably practical, the causes of hazards and accidents inherent in the working environment'. [Code of Conduct, 22/11/2021: mrpricegroup.com]</p> <ul style="list-style-type: none"> • Met: Expects suppliers to commit to ILO working hours standards or 48 hour regular work week: The Code of Conduct indicates: 'Partners must ensure the working hours of their employees comply with national laws, collective agreements and the provisions of this Code, whichever affords greater protection for their employees. Working hours, excluding overtime, must be defined by contract, and shall not exceed 48 hours per week. Where no national laws are in place to govern working hours, the standard as stipulated by the ILO should be adhered to. All overtime shall be voluntary and must be applied responsibly, taking into account the extent, frequency and hours worked by individual Associates/ employees of Partners and the workforce as a whole. Overtime must not be used to replace regular employment. Overtime must be compensated at a rate recommended at no less than 125% of regular pay or that which is provided for under national law. The total hours worked in any 7-day period shall not exceed 60 hours, except in exceptional circumstances where: It is permitted by national law; It is permitted by a collective agreement freely negotiated with an Associates organisation representing a significant portion of the workforce; Appropriate safeguards are taken to protect the health and safety of Associates/ employees of Partners; and The employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies'. [Code of Conduct, 22/11/2021: mrpricegroup.com]
A.1.3.AP	Commitment to respect human rights particularly relevant to the sector – vulnerable groups (AP)	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Commitment to migrant worker's rights: The Code of Conduct indicates: 'Migrant Associates have the same entitlement as local Associates and migrant employees of Partners should have the same entitlement'. [Code of Conduct, 22/11/2021: mrpricegroup.com] • Met: Expects suppliers to respect these rights: The Code of Conduct indicates: 'Migrant Associates have the same entitlement as local Associates and migrant employees of Partners should have the same entitlement'. [Code of Conduct, 22/11/2021: mrpricegroup.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Commitment refers to CEDAW/Women's Empowerment Principles • Not Met: Commitment refers to Child Rights Convention/Business Principles • Not Met: Commitment refers to Convention on migrant workers • Not Met: Expects suppliers to respect these rights
A.1.4	Commitment to remedy	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Commitment to remedy adverse HRs impacts • Not Met: Expects suppliers to make this commitment <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Commitment to collaborate with judicial or non-judicial mechanisms • Not Met: Commitment to work with suppliers on remedy
A.1.5	Commitment to respect the rights of human rights defenders	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Zero tolerance of threats/attacks on HRDs • Not Met: Expects suppliers to make this commitment <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Commitment to working with HRDs to create safe and enabling environment

A.2 Board Level Accountability (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.2.1	Commitment from the top	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Board level responsibility for HRs: The Company's 2021-2022 Governance Report indicates that the Social, Ethics, Transformation and Sustainability Committee 'encompasses an overview of labour practices to ensure fairness and monitor the group's commitment to promoting and protecting human rights'. The Committee is placed at board level. [2021-2022 Governance Report, 2022: mrpricegroup.com] • Not Met: Describes HRs expertise of Board member <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Board member/CEO signal importance of HRs in their communications

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.2.2	Board responsibility	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Process to review HRs strategy at board level • Not Met: Example of HRs issues/trends discussed in last reporting period Score 2 <ul style="list-style-type: none"> • Not Met: Meets both requirements under score 1 • Not Met: Describes how affected stakeholders / HRs experts inform board discussions
A.2.3	Incentives and performance management	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: At least one board member incentive linked to HRs commitments: The Company indicates that its Long-Term Incentives are linked to ESG performance. As metrics for social it states preferential procurement, employment equity, job creation, and factory social compliance audits. However, no incentive linked to human rights performance was found. [2021-2022 Remuneration Report, 2022: mrpricegroup.com] Score 2 <ul style="list-style-type: none"> • Not Met: Incentive scheme linked to key HRs risks beyond employee H&S • Not Met: Performance criteria linked to HRs made public • Not Met: Review of other board incentives for coherence with HRs policies
A.2.4	Business model strategy and risks	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Board process to review business model and strategy for HRs risks • Not Met: Describes frequency and triggers for reviewing business model Score 2 <ul style="list-style-type: none"> • Not Met: Meets both requirements under score 1 • Not Met: Example of actions resulting from reviews

B. Embedding Respect and Human Rights Due Diligence (25% of Total)

B.1 Embedding Respect for Human Rights in Company Culture and Management Systems (10% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.1	Responsibility and resources for day-to-day human rights functions	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Score of 1 on A.1.2.a • Not Met: Senior responsibility for HRs implementation and decision making: The Company indicates that it has appointed an ESG officer to focus on reporting and disclosure. However, it is not clear if this includes responsibilities for implementation and decision making regarding human rights. [2021-2022 Sustainability Report, 2022: mrpricegroup.com] Score 2 <ul style="list-style-type: none"> • Not Met: Describes day-to-day responsibility for implementing HRs commitments • Not Met: Day-to-day resources and expertise allocation in own operations • Not Met: Resources and expertise allocation in supply chain
B.1.2	Incentives and performance management	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Senior manager incentives linked to HRs commitments • Not Met: Incentive scheme linked to key HRs risks beyond employee H&S Score 2 <ul style="list-style-type: none"> • Not Met: Performance criteria linked to HRs made public • Not Met: Review of other senior management incentives for coherence with HRs policies
B.1.3	Integration with enterprise risk management	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: HRs risks integrated as part of enterprise risk system: The Company states that it has an Enterprise Risk Management, which considers the Company's risk strategy; risk governance; risk culture; risk assessment and measurement; risk management and monitoring; risk reporting and insight; data and technology. However, no mention of human rights risks was found. [2021-2022 Integrated Report, 2022: mrpricegroup.com] Score 2 <ul style="list-style-type: none"> • Not Met: Provides an example • Not Met: Risk assesment by Audit Committee or independent third party
B.1.4.a	Communication /dissemination of policy	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Score of 1 on A.1.2.a

Indicator Code	Indicator name	Score (out of 2)	Explanation
	commitment(s) to workers and external stakeholders		<ul style="list-style-type: none"> • Not Met: Communicates HRs policies to all workers in own operations: The Company indicates that its code of conduct, which contains human rights commitments, is incorporated into employment contracts. However, no information was found as to whether the Company takes into account local languages where relevant. [2021-2022 Integrated Report, 2022: mrpricegroup.com] Score 2 • Not Met: Communicates HRs policies to stakeholders • Not Met: Example of how HRs policies are accessible for intended audience
B.1.4.b	Communication /dissemination of policy commitment(s) to business relationships	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Meets ILO requirement for suppliers on A.1.2.a • Not Met: Describes steps to communicate HRs policies to supply chain • Not Met: Requires suppliers to communicate HRs policies <p>Score 2</p> <ul style="list-style-type: none"> • Met: Describes how HRs policies are contractual/binding for suppliers: The Company states that 'The code of conduct is applicable to all associates, suppliers and service providers to the group and compliance is a contractual obligation for associates in terms of their employment contacts, and business partners in terms of merchandise and service agreements'. It also indicates that 'New suppliers are required to comply with the group code of conduct, and are contractually bound to do so'. The Code includes human rights requirements. [2023 Sustainability Report, 04/2023: mrpricegroup.com] • Not Met: Requires suppliers to cascade contractual/binding HRs policies to its suppliers
B.1.5	Training on Human Rights	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Score of at least 1 on A.1.2.a • Not Met: Describes how workers are trained on HRs policy commitments: The company states that it provides ethics training. Also, it indicates that 'ethical issues, includes and upholds the group's commitment to human rights, equal opportunity, fair treatment, forced and child labour, environment, and anti-bribery and corruption principles'. However, no details on how the training is conducted were found. [2021-2022 Sustainability Report, 2022: mrpricegroup.com] • Not Met: Trains relevant managers including procurement on HRs: The company states that it provides 'ethics training to all head office associates and store managers which includes awareness relating to the ethics officer and ethics function'. However, no information was found on whether procurement managers are also trained. [2021-2022 Sustainability Report, 2022: mrpricegroup.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Score of 2 on A.1.2.a • Not Met: Meets both requirements under score 1 • Not Met: Trains suppliers to meet HRs commitments • Not Met: Discloses % suppliers trained
B.1.6	Monitoring and corrective actions	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Score of at least 1 on A.1.2.a • Not Met: Monitors implementation of HRs policy commitments across global ops and supply chain • Not Met: Discloses % of supply chain monitored • Not Met: Describes how workers are involved in monitoring <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Score of 2 on A.1.2.a • Not Met: Describes corrective actions process • Not Met: Discloses findings and number of correction action processes
B.1.7	Engaging and terminating business relationships	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: HRs performance affects selection suppliers • Not Met: HRs performance affects continuation supplier relationships <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Describes positive HRs incentives for business relationships • Not Met: Works with suppliers to meet HRs requirements
B.1.8	Approach to engagement with affected stakeholders	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Describes how workers and communities identified and engaged in the last two years • Not Met: Discloses stakeholders whose HRs may be affected • Not Met: Provides two examples of engagement with stakeholders

Indicator Code	Indicator name	Score (out of 2)	Explanation
			Score 2 <ul style="list-style-type: none"> • Not Met: Analysis of stakeholder views on company's HRs issues • Not Met: Describes how stakeholders views influenced company's HRs approach

B.2 Human Rights Due Diligence (15% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.1	Identifying human rights risks and impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Describes process of identifying risks in own operations • Not Met: Describes process for identifying risks in business relationships: The company states that it has a supplier due diligence Score 2 <ul style="list-style-type: none"> • Not Met: Describes global risk identification system incl. stakeholder consultation • Not Met: Describes how risk identification system is triggered by new circumstances • Not Met: Describes risks identified in relation to new circumstances
B.2.2	Assessing human rights risks and impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Describes assessment process and discloses salient HRs risks: The company states it has a supplier due diligence, which: 'this resulted in the mapping of 1 023 production sites estimated at providing 99.7% visibility, allowing suppliers to provide information on health and safety, business, labour, and environmental practices and enable the group to categorise a risk profile to each production site'. However, it is not clear if the company uses the system to identify its human rights risks and impacts in specific locations or activities, covering its own operations. [Sustainability (Website), N/A: mrpricegroup.com] • Not Met: Describes how process applies to supply chain: The company states it has a supplier due diligence, which: 'this resulted in the mapping of 1 023 production sites estimated at providing 99.7% visibility, allowing suppliers to provide information on health and safety, business, labour, and environmental practices and enable the group to categorise a risk profile to each production site'. However, it is not clear if the company takes into account relevant factors (such geographical, economic, social factors). [Sustainability (Website), N/A: mrpricegroup.com] • Not Met: Public disclosure of results of HRs risk assessment Score 2 <ul style="list-style-type: none"> • Not Met: Meets all requirements under score 1 • Not Met: Describes how assessment involved affected stakeholders
B.2.3	Integrating and acting on human rights risks and impact assessments	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Describes system to prevent, mitigate and remediate HRs issues • Not Met: Describes how global system applies to supply chain • Not Met: Example of actions decided on at least 1 salient HRs issue Score 2 <ul style="list-style-type: none"> • Not Met: Meets all requirements under score 1 • Not Met: Describes how stakeholders involved in decisions about actions taken
B.2.4	Tracking the effectiveness of actions to respond to human rights risks and impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Describes system for evaluation effectiveness of actions • Not Met: Example of lessons learned from evaluation effectiveness of actions Score 2 <ul style="list-style-type: none"> • Not Met: Meets all requirements under score 1 • Not Met: Involves stakeholders in evaluation effectiveness of actions
B.2.5	Communicating on human rights impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Provides two examples of comms with stakeholders Score 2 <ul style="list-style-type: none"> • Not Met: Describes challenges to effective comms and how it is working to address them

C. Remedies and Grievance Mechanisms (20% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.1	Grievance mechanism(s) for workers	1.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Grievance mechanism accessible to all workers: The Company states that 'The group promotes the independently managed FairCall whistleblower facility via its website mrpricegroup.com. This confidential service is available to anyone, including factory workers, and encourages them to report all grievances safely and anonymously.' [2023 Sustainability Report, 04/2023: mrpricegroup.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Grievance mechanism available in appropriate languages and workers made aware: The whistleblower website indicates that mechanism is available in all appropriate languages, which the Company operates. Furthermore, the company states: '[...]whistleblower hotline that is communicated to all associates'. [2021-2022 Sustainability Report, 2022: mrpricegroup.com] & [Blow The Whistle Online - Whistle Blowers South Africa: whistleblowing.co.za] • Not Met: Describes how workers in supply chain access grievance mechanism: The Company indicates that the 'Whistleblower hotline' is available for suppliers. However, there is no mention how Mr. Price ensures workers in its supply chain have access to it. [2021-2022 Integrated Report, 2022: mrpricegroup.com] • Not Met: Expects suppliers to convey expectation to their suppliers
C.2	Grievance mechanism(s) for external individuals and communities	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Grievance mechanism accessible to all external individuals and communities: The company states indicates that there is a 'whistleblower hotline facilitated by Faircall and managed by KPMG as part of their internal audit services, provides a confidential mechanism for associates and other parties to report non-compliance with the code of conduct'. However, the company does not make it who are the 'other parties' mentioned. [2021-2022 Sustainability Report, 2022: mrpricegroup.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Grievance mechanism available in appropriate languages and affected stakeholders made aware • Not Met: Describes how external individuals/communities access grievance mechanism • Not Met: Expects supplier to convey expectation to their suppliers
C.3	Users are involved in the design and performance of the mechanism(s)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Describes how users engaged on design and performance • Not Met: Provides user engagement examples (at least two) on design and performance <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Describes how users engaged on improvement of mechanism • Not Met: Provides user engagement examples (at least two) on improvement
C.4	Procedures related to the mechanism(s) are equitable, publicly available and explained	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Describes procedure and timescales for managing complaints or concerns: The Company states that 'Ethics-related matters are reported at the scheduled governance centre of excellence board meetings, attended by senior management of trading divisions and other centres of excellence. This reporting includes statistics and trends regarding reported ethical issues, results of the annual code of conduct declarations and other material ethics issues. Ethics and forensics matters reported via the group's whistleblower hotline are investigated internally or externally as required, according to the escalation and investigation framework. Per the framework, HR-related matters are referred to and investigated by the group's employee relations function. Following investigation, appropriate remedial action in respect of founded allegations is taken in terms of the group's disciplinary code.' however, no information regarding timescales was found. It is also unclear if this process applies to external individuals and communities. [2021-2022 Integrated Report, 2022: mrpricegroup.com] • Not Met: Describes technical, financial, advisory support to enable equal access <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Describe types of outcome to complainant through use of mechanism • Not Met: Describes escalation to senior levels / independent adjudicators
C.5	Prohibition of retaliation for raising	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Public statement prohibiting retaliation against workers/stakeholders • Not Met: Describes practical measures to prevent retaliation

Indicator Code	Indicator name	Score (out of 2)	Explanation
	complaints or concerns		Score 2 <ul style="list-style-type: none"> • Not Met: Specifies no legal action, firing or violence • Not Met: Expects suppliers to prohibit retaliation against workers/stakeholders
C.6	Company involvement with state-based judicial and non-judicial grievance mechanisms	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Complainants not asked to waive legal rights • Not Met: Does not require confidentiality provisions Score 2 <ul style="list-style-type: none"> • Not Met: Cooperates with state based non judicial mechanisms • Not Met: Example of issue resolved (if applicable)
C.7	Remedying adverse impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Describes approach taken to remedy adverse HRs impacts • Not Met: Describes how remedy would be provided if no adverse impact identified Score 2 <ul style="list-style-type: none"> • Not Met: Describes changes to systems, processes and practices to prevent future impacts • Not Met: Describes approach to monitoring/implementing agreed remedy • Not Met: Describes approach to learning from incidents if no adverse impacts identified
C.8	Communication on the effectiveness of grievance mechanism(s) and incorporating lessons learned	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Discloses number of grievances filed, addressed or resolved and outcomes achieved: The company states that 'For the reporting period: [...]; 352 calls were received through the FairCall whistleblower hotline with a total of 793 allegations; 27 of non-HR allegations were valid; 241 of HR allegations were found to be valid; 88% of calls received relate to HR matters; Four forensic reviews undertaken'. [2023 Sustainability Report, 04/2023: mrpricegroup.com] • Not Met: Example of how lessons from mechanism improved HRs management system Score 2 <ul style="list-style-type: none"> • Not Met: Describes process to evaluate mechanism and changes made as a result • Not Met: Describes procedures to address delays of outcomes agreed with stakeholders

D. Performance: Company Human Rights Practices (25% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.2.1.b	Living wage (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Requirements on living wage in supplier codes and contracts: The Company indicates that 'Trading divisions and suppliers use the group's Responsible Sourcing Framework as a guide to monitor the working conditions and wage rates of workers in the supply chain. [...] In South Africa, the group participates in various initiatives to promote decent work and fair wages. This includes participation in a current study that aims to provide insights and recommendations on potential solutions to address the systemic challenge of wage non-compliance.' However, no information was found on how the Company defines a living wage. [2021-2022 Integrated Report, 2022: mrpricegroup.com] • Not Met: Describes work with suppliers on living wage Score 2 <ul style="list-style-type: none"> • Not Met: Assessment of scope of payment below living wage in supply chain • Not Met: Analysis of trends demonstrating progress
D.2.2	Aligning purchasing decisions with human rights	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Describes practices to avoid price or short notice requirements that undermine HRs • Not Met: Describes practices to pay suppliers in line with agreed timeframes • Not Met: Reviews own operations to mitigate negative impact of purchasing practices Score 2 <ul style="list-style-type: none"> • Not Met: Meets all requirements under score 1 • Not Met: Example of assessing and changing of purchasing practices

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.2.3	Mapping and disclosing the supply chain	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Identifies direct and indirect suppliers including manufacturing sites Score 2 <ul style="list-style-type: none"> • Not Met: Discloses names and locations of significant parts of supply chain and how significance was defined • Not Met: Discloses direct or indirect suppliers involved in higher-risk activities
D.2.4.b	Prohibition of child labour: Age verification and corrective actions (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Requirements on child labour in supplier codes and contracts: The Company states that 'The code of conduct formalises the group's stance on various ethical issues, includes and upholds the group's commitment to human rights, equal opportunity, fair treatment, forced and child labour, environment, and anti-bribery and corruption principles. The code of conduct is published on the group's website mrpricegroup.com and is incorporated into associate employment contracts and contractual arrangements with suppliers and other service providers.' However, no information was found on whether supplier contracts include requirements on age verification and remediation programs. [2023 Sustainability Report, 04/2023: mrpricegroup.com] & [Code of Conduct, 22/11/2021: mrpricegroup.com] Score 2 <ul style="list-style-type: none"> • Not Met: Describes work with suppliers on eliminating child labour • Not Met: Assessment of scope of child labour in supply chain • Not Met: Analysis of trends demonstrating progress
D.2.5.b	Prohibition of forced labour: Recruitment fees and costs (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Requirements on debt/fees in supplier codes and contracts: The Company states that 'Associates are not required to lodge "deposits" or identity papers, and are free to leave their employment after giving the required notice (or reasonable notice where a period has not been agreed / stipulated). We expect our Partners to treat their employees in the same manner.' However, no information was found regarding third-parties such as labour brokers or recruitment agencies. [Code of Conduct, 22/11/2021: mrpricegroup.com] Score 2 <ul style="list-style-type: none"> • Not Met: Describes work with suppliers on debt/fees for job seekers/workers • Not Met: Assessment scope of payment of recruitment fees in supply chain • Not Met: Analysis of trends demonstrating progress
D.2.5.d	Prohibition of forced labour: Wage practices (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Requirements on paying in full and on time in supplier codes and contracts • Not Met: Describes work with suppliers on paying workers regularly, in full and on time Score 2 <ul style="list-style-type: none"> • Not Met: Assessment scope of failure to pay workers in full and on time in supply chain • Not Met: Analysis of trends demonstrating progress
D.2.5.f	Prohibition of forced labour: Restrictions on workers (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Requirements on free movement in supplier codes and contracts • Not Met: Describes working with suppliers on free movement of workers Score 2 <ul style="list-style-type: none"> • Not Met: Assessment of scope of restriction of movement in supply chain • Not Met: Analysis of trends demonstrating progress
D.2.6.b	Freedom of association and collective bargaining (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Requirements on FoA/CB in suppliers codes and contracts: The 2021-2022 Sustainability Report indicates that 'the group expects its partners to comply with all applicable legislation and regulation regarding freedom of association in respect of their employees and to ensure that the factory workers in their supply chains are afforded the same rights'. However, it is not clear whether the Company requires its suppliers to respect those rights under all circumstances. [2021-2022 Sustainability Report, 2022: mrpricegroup.com] Score 2 <ul style="list-style-type: none"> • Not Met: Describes work with suppliers on FoA/CB • Not Met: Assessment of scope of restriction of FoA/CB in supply chain • Not Met: Analysis of trends demonstrating progress

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.2.7.b	Health and safety: Fatalities, lost days, injury, occupational disease rates (in the supply chain)	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Met: Requirements on H&S in supplier codes and contracts: The Company states that 'Partners shall provide their employees with access to clean toilet facilities and portable water, and, if appropriate, sanitary facilities for food storage. Their employees should receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned employees. Adequate steps must be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work or from unsafe buildings. This shall be done by minimising as far as is reasonably practical, the causes of hazards and accidents inherent in the working environment. Partners providing housing for their employees must keep these facilities separate from working areas, clean and safe and meet the basic needs of employees. Partners shall assign responsibility for health and safety to a senior management representative, who needs to ensure that these health and safety requirements are applied and the relevant first aid equipment is available.' [Code of Conduct, 22/11/2021: mrpricegroup.com] Not Met: Discloses injury rate or lost days in supply chain in last reporting period Not Met: Discloses fatalities for workers in supply chain in last reporting period Not Met: Discloses occupational disease rate in supply chain in last reporting period Score 2 <ul style="list-style-type: none"> Not Met: Describes work with suppliers of H&S Not Met: Assessment of scope of H&S issues in supply chain Not Met: Analysis of trends demonstrating progress
D.2.8.b	Women's rights (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Not Met: Requirements on women's rights in contracts/codes with suppliers Not Met: Describes work with suppliers on women's rights Score 2 <ul style="list-style-type: none"> Not Met: Assessment of scope of unsafe working conditions/discrimination against women in supply chain Not Met: Analysis of trends demonstrating progress
D.2.9.b	Working hours (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Not Met: Requirements on working hours in codes/contracts with suppliers: The Company states that 'Partners must ensure the working hours of their employees comply with national laws, collective agreements and the provisions of this Code, whichever affords greater protection for their employees. Working hours, excluding overtime, must be defined by contract, and shall not exceed 48 hours per week. Where no national laws are in place to govern working hours, the standard as stipulated by the ILO should be adhered to. [...] The total hours worked in any 7-day period shall not exceed 60 hours, except in exceptional circumstances [...].' However, the requirements on overtime are not in line with international standards. [Code of Conduct, 22/11/2021: mrpricegroup.com] Not Met: Describes work with suppliers on working hours Score 2 <ul style="list-style-type: none"> Not Met: Assessment of scope of excessive working hours in supply chain Not Met: Analysis of trends demonstrating progress

E. Performance: Responses to Serious Allegations (20% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
E(1).0	Serious allegation No 1		No allegations meeting the CHRB severity threshold were found, and so the score of 3.67 out of 80 points scored in themes A-D has been applied to produce a score of 0.92 out of 20 points for theme E.

Disclaimer

The terms and conditions as stated in WBA's disclaimer are applicable to this publication. Please consult our disclaimer via worldbenchmarkingalliance.org

